

Business Indicators ♦ February 2010

Public Sector Engagement and Service Satisfaction: What do they both have in common?

The *Public Sector Service Value Chain (SVC)* has the attention of all levels of government as a key approach to building citizen trust and confidence in public institutions. The links forming the SVC propose how employee engagement could translate into more satisfied customers, and thus greater citizen trust and confidence in public institutions.¹

*The public sector service value chain links three elements of public sector performance.**



*Heintzman & Marson 2005

Canadian researchers have discovered the complexity of the relationship between citizens' service satisfaction and their trust and confidence in government (Citizens First 5, 2008).² Yet, research documenting the link between citizens' service satisfaction and employee engagement is still in its early stages.³

As a result, BC Stats investigated the nature of this relationship by pairing engagement scores from the *BC Public Service Work Environment Survey (WES)* program alongside customer and client satisfaction feedback collected for 21 work units in 2008 and 2009.⁴ The work units belonged to 11 different provincial ministries responsible for a variety of service delivery operations (i.e., administrative, financial, social, resource and independent offices). The analysis of these work units encountered some expected and unexpected findings about the relationship between employee engagement and the satisfaction of the services they provide to their customers/ clients.

Is there a relationship between employee engagement and service satisfaction?

The analyses confirmed the existence of a moderate correlation between employee engagement and customer satisfaction.⁵ In work units where employee engagement is higher, so is customer satisfaction, and vice versa. The converse is also true. In work units where employee engagement is lower, so is customer satisfaction, and vice versa. Thus, the way customers view the quality of services that any

¹ Heintzman, R. & Marson, B. (2005). People, service and trust: is there a public sector service value chain? *International Review of Administrative Science*, 71(4), 549-575.

² Erin Research Inc. (2008). *Citizens First 5*. Institute for Citizen Centred Service and the Institute for Public Administration of Canada, Toronto.

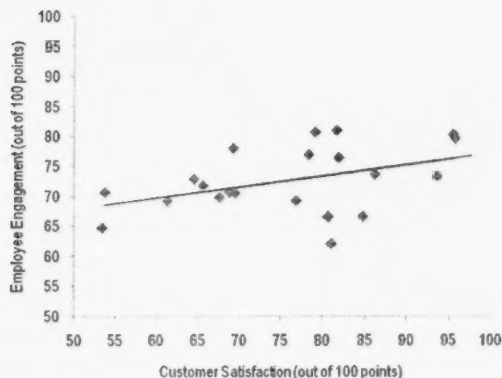
³ BC Stats & Region on Fed (2008). *Public Sector Service Value Chain: Linking Employee Engagement and Customer Satisfaction*. Report prepared for the BC Government.

⁴ Customer/client satisfaction measure was derived from the *Common Measurement Tool* and is available online at <http://www.ics-isac.org/en/cmt/>.

⁵ Based on a Pearson Correlation (one-tailed), $r = 0.42$, $p < 0.05$.

given work unit provides is influenced by how engaged employees are in those work units.

As employee engagement increases so do customer satisfaction scores.



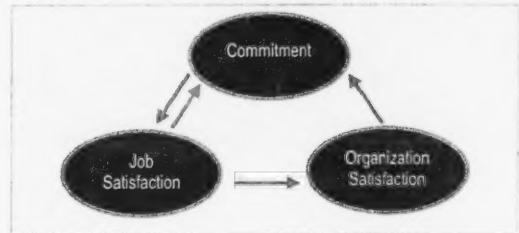
BC Stats further investigated how service quality could be impacted by the engagement of those who are providing the services. Approximately 13% of the variation or differences in customer/client satisfaction scores could be explained by changes in employees' level of engagement; however, this effect just bordered on statistical significance.⁶

Which characteristic of engagement has a stronger link to customer/client satisfaction?

In the BC Public Service, employee engagement is considered to be a multi-dimensional construct and is measured by three mutually reinforcing characteristics: commitment, job satisfaction and organization satisfaction.⁷ The scores from these three characteristics are combined to produce the overall employee engagement score for work units across the

BC Public Service. Scores from each of these characteristics also may be analysed separately.

Engagement is measured by three distinct and mutually reinforcing characteristics.



Job satisfaction is measured by employees' overall satisfaction with their job, while organization satisfaction reflects their overall satisfaction with the organization they belong to (i.e., provincial ministry, agency, office or commission of the province). Commitment is a combination of employees' satisfaction with the BC Public Service and their preference to stay in the BC Public Service even if offered a similar job elsewhere.

BC Stats explored job satisfaction, organization satisfaction and commitment separately to learn how each linked to customer/client satisfaction. Analysis revealed that a moderate relationship existed between service satisfaction and two out of the three characteristics of engagement.⁸ No significant correlation existed with commitment, while organization satisfaction had a prominent edge over job satisfaction in its relationship to customer/client satisfaction. In both of the latter cases, customer satisfaction rises as organization satisfaction or job satisfaction increases. Likewise, if scores decrease in one area (either organization or job-

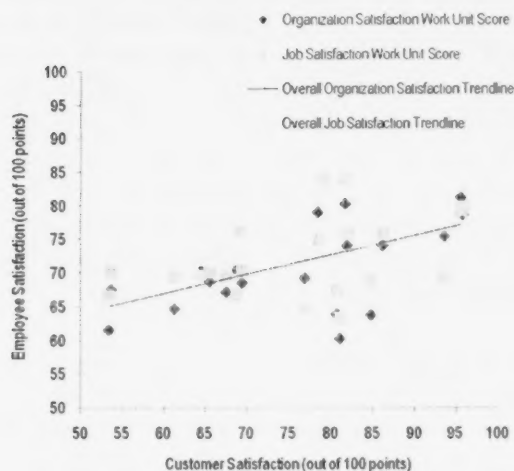
⁶ Based on a linear regression, $\beta = 0.42$ and $R^2 = 0.133$, marginally significant at the 0.058 probability level.

⁷ BC Stats (2008). *Making the most out of the model: An employee engagement user guide for the BC Public Service*. Report prepared for the BC Government.

⁸ Based on a Pearson correlations (one-tailed) between organization satisfaction and customer/client satisfaction, $r = 0.52$, $p < 0.01$; for job satisfaction and customer/client satisfaction $r = 0.414$, $p < 0.05$; for commitment and customer/client satisfaction $r = 0.173$, $p > 0.05$.

related), we can expect to see a decrease in customer satisfaction as well.

There is a link between customer/client satisfaction and two engagement characteristics.



These findings demonstrate that the three engagement characteristics do not influence customers'/clients' satisfaction of services in the same manner. Studying engagement as an average of these three characteristics may actually be diluting the employee link with service satisfaction. How committed employees are to the Public Service has no relationship to how satisfied their customers/clients are. The link may be better understood by focussing only on the other two characteristics instead.

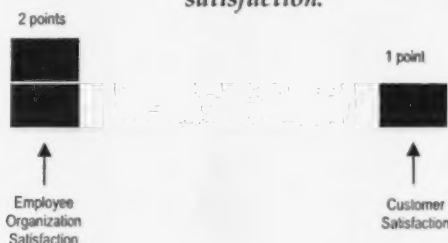
Which characteristic of employee engagement has the strongest impact?

While knowing that relationships between customer/client satisfaction and both employee organization and job satisfaction exist, a more useful piece of information would be in

knowing which one of these characteristics has a stronger impact on customers'/clients' views.

Analyses determined the best predictor of customer satisfaction to be organization satisfaction. Employees' satisfaction with their organization accounted for 23% of the differences in customer satisfaction ratings. The overall effect organization satisfaction has on customer/client satisfaction was statistically significant; for every two-point increase in organization satisfaction, customer satisfaction likewise improved by one point.⁹

Improving employees' organization satisfaction leads to higher customer/client satisfaction.



What kind of difference does employees' organizational satisfaction have on the services they provide?

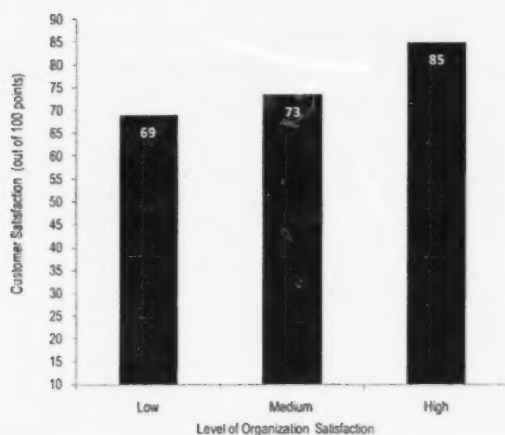
The impact that organization satisfaction has on customer/client satisfaction can be better understood by comparing customer/client satisfaction scores between work units with different levels of organization satisfaction.¹⁰

⁹ A regression analyses determined that 27% of the variance in service satisfaction could be explained by all three characteristics, but their individual contributions (β) reached significance for organization satisfaction only ($p < 0.05$). Multicollinearity compounded problems between job and organization satisfaction. A regression using organization satisfaction yielded significant results: $\beta = 0.52$ and $R^2 = 0.23$, $p < 0.05$.

¹⁰ Levels were based on the percentile ranking of scores. Work units with 'low' organization satisfaction fell within the 33rd percentile (scores ≤ 67 points). Work units with 'medium' satisfaction had scores ranging from 68–74 points. Work units with 'high' organization satisfaction were on the 66th percentile and above (scores ≥ 75 points).

Work units with employees reporting low organization satisfaction received scores averaging 69 points (out of 100 points) on customer/client satisfaction. Conversely, work units with high organization satisfaction, received scores that were 16 point higher, averaging at 85 points on customer/client satisfaction.

Work units with employees reporting higher organization satisfaction received more positive feedback than those reporting lower organization satisfaction.



The differences in customer satisfaction levels suggest that as employee organization satisfaction increases, there is a definite improvement in the perceived quality of products or services these employees are providing to their customers.¹¹

Where do we go from here?

As a multi-dimensional construct, employee engagement has a complex relationship with service satisfaction. In the context of the SVC,

the results suggest we shift the focus from employee engagement per se to organization satisfaction. This does not mean however that we ignore the other two engagement characteristics. Both are considered to have important relationships with organization satisfaction as per the *Employee Engagement Model*.¹² What it might mean instead is that different dimensions of engagement could influence other aspects of organizational performance outside of the SVC. For example, commitment may have a stronger relationship with turnover rates, while job satisfaction may have a stronger connection with productivity. Both possibilities are potential avenues for future research.

The present findings further underscore that the organization matters, not only for the employees, but also for the people they are delivering their services to. When it comes to satisfaction about the organization and the services provided, employees and their customers/clients have much in common. Employees' satisfaction with their organization can affect the satisfaction of those who are receiving services from government. If employees' are not satisfied with their organization, most likely their customers/clients will not be either. Therefore, government human resource policies directed at understanding and improving the organizational satisfaction of its employees will pay-off in terms of better service to the public.¹³

¹¹ An analysis of variance post hoc Tukey test revealed a significant difference in customer satisfaction between work units with high and low levels of organization satisfaction ($p < 0.05$).

¹² BCStats (2008). *Making the most out of the model: An Employee Engagement User guide for the BC Public Service*. Report prepared for the BC Government.

¹³ Caution is advised in generalizing the findings due to the small number of work units having data available for the analysis. Findings should be retested on a larger sample of work units across the BC Public Service.

December 2009 Consumer Price Index (2002=100)

Vancouver

Cover	Year	% Change			Accommodation			Water, Fuel
		All Items	Annual Average		Shelter	Rented	Owned	Electricity
2008	2006	108.0	1.9		108.2	103.2	109.5	112.4
	2007	110.2	2.0		111.8	104.3	114.9	112.3
	2008	112.8	2.4		115.6	106.5	119.0	118.4
	2009	112.9	0.1		113.7	108.3	116.3	112.2
			Month	Year				
	Jan	110.2	-0.3	1.1	113.8	105.5	117.7	112.6
	Feb	110.7	0.5	1.3	114.2	105.6	118.2	112.7
	Mar	111.2	0.5	1.5	114.2	105.8	118.2	112.8
	Apr	112.1	0.8	1.9	114.9	105.9	118.8	115.1
	May	113.2	1.0	2.4	115.3	106.2	119.2	115.2
	Jun	113.9	0.6	3.1	115.3	106.4	119.2	115.2
	Jul	114.7	0.7	3.6	117.0	106.7	119.2	128.5
Aug	114.5	-0.2	3.5	117.0	106.8	119.1	128.5	
Sep	114.6	0.1	3.5	117.1	106.8	119.3	128.4	
Oct	113.4	-1.0	2.7	116.5	107.1	120.4	117.3	
Nov	112.9	-0.4	2.3	116.2	107.2	119.8	117.2	
Dec	111.9	-0.9	1.3	115.8	107.4	119.2	116.9	
2009	Jan	112.0	0.1	1.6	116.0	107.5	119.3	117.9
	Feb	112.5	0.4	1.6	115.8	107.5	119.0	118.0
	Mar	112.6	0.1	1.3	114.8	107.8	117.2	117.9
	Apr	112.6	0.0	0.4	113.6	107.8	116.2	113.0
	May	113.3	0.6	0.1	113.4	108.0	115.9	113.0
	June	113.3	0.0	-0.5	112.7	108.2	115.7	107.6
	July	112.9	-0.4	-1.6	111.8	108.4	114.9	103.3
	Aug	113.6	0.6	-0.8	113.3	108.5	115.2	114.0
	Sep	113.5	-0.1	-1.0	113.0	108.6	114.8	114.1
	Oct	112.7	-0.7	-0.6	113.4	108.8	116.0	110.0
	Nov	113.1	0.4	0.2	113.2	108.9	115.7	110.0
	Dec	112.7	-0.4	0.7	113.0	109.0	115.3	110.0

Victoria

Year	All Items	% Change		Shelter	Accommodation		Water, Fuel	
		Annual Average			Rented	Owned	Electricity	
2006	108.5	1.5		110.2	103.3	111.1	119.2	
2007	109.8	1.2		110.4	104.6	110.6	121.2	
2008	111.8	1.8		112.8	106.8	112.3	130.5	
2009	111.9	0.1		111.2	108.7	109.4	127.0	
2008		Month	Year					
	Jan	109.4	-0.3	0.3	111.3	105.7	111.2	124.9
	Feb	109.8	0.4	0.5	111.6	105.9	111.6	124.9
	Mar	110.4	0.5	0.6	111.9	106.2	111.7	126.8
	Apr	111.4	0.9	1.4	112.9	106.4	112.4	131.6
	May	112.3	0.8	1.9	112.9	106.5	112.3	132.8
	Jun	113.0	0.6	2.8	112.9	106.6	112.1	133.4
	Jul	113.3	0.3	2.9	113.0	106.8	112.1	134.4
	Aug	113.2	-0.1	2.9	113.2	107.2	112.1	134.4
	Sep	113.3	0.1	2.9	113.4	107.3	112.4	134.9
	Oct	112.3	-0.9	2.6	113.9	107.4	113.6	131.6
	Nov	111.9	-0.4	2.1	113.5	107.6	113.1	129.9
Dec	111.0	-0.8	1.2	113.2	107.8	113.0	126.8	
2009	Jan	111.0	0.0	1.5	113.1	107.8	112.8	126.1
	Feb	111.4	0.4	1.5	112.8	108.0	112.4	125.8
	Mar	111.6	0.2	1.1	112.0	108.0	111.4	124.1
	Apr	111.9	0.3	0.4	112.2	108.2	110.8	129.4
	May	112.6	0.6	0.3	112.1	108.4	110.6	129.7
	June	112.5	-0.1	-0.4	111.1	108.6	110.0	121.5
	July	112.1	-0.4	-1.1	110.1	108.9	109.4	113.8
	Aug	112.3	0.2	-0.8	110.1	108.6	107.3	130.2
	Sep	112.2	-0.1	-1.0	110.0	108.9	107.0	130.7
	Oct	111.7	-0.4	-0.5	110.5	109.5	107.5	130.3
	Nov	111.9	0.2	0.0	110.2	109.6	107.0	131.1
	Dec	111.5	-0.4	0.5	110.1	110.0	106.6	131.4

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Notes

Whenever possible we use **seasonally adjusted** data which removes normal seasonal variations to reveal the underlying trends in the data. Adjusted data are identified as Seasonally Adjusted or SA.

Some series subject to irregular fluctuations are presented on a **three month moving average** basis. All such series included in this report are also seasonally adjusted. Where space is limited these are tagged 3MMA SA.

Series not labeled as seasonally adjusted are unadjusted or raw. Some unadjusted series in this report are explicitly identified as such.

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Abbreviations

3MMA SA: three month moving average, seasonally adjusted

Ave: average

bd ft: board feet

C6: a group of six currencies including European Monetary Union Euro, British pound, French franc, German mark, Swiss franc, and Japanese yen

Can: Canada, Canadian

GW.h.: gigawatt hour = watt hour x 10⁹

m3: cubic metres

mil: million

MLS: Multiple Listing Service

Moly: molybdenum

mt: month (as in: previous mth)

NAICS: North American Industrial Classification System

SA: seasonally adjusted

T.S.E.: Toronto Stock Exchange

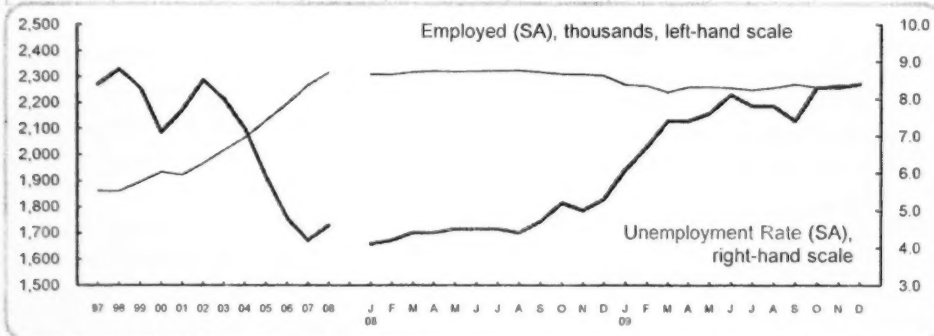
US: United States of America

WSPF: Western spruce-pine-fir

1 Labour and Earnings

Source: Statistics Canada.

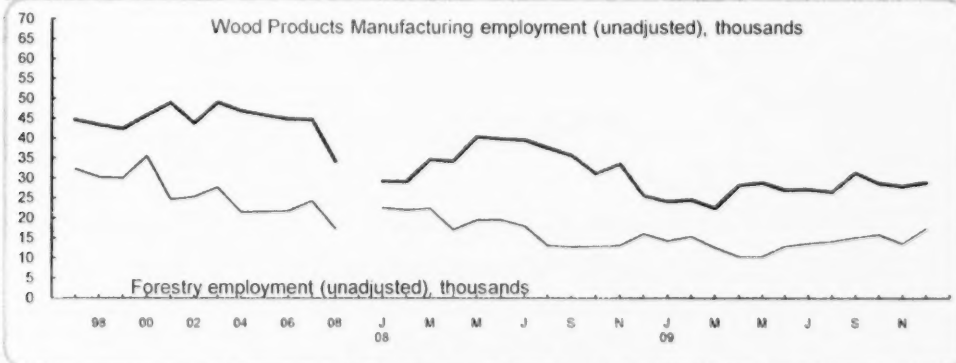
Period	Labour Force Activity				Average Actual Hours Worked	Earnings		Employment Insurance: Regular E.I. Benefits	
	Labour Force	Employed	Unemploy- ment Rate	Partici- pation Rate		Wages and Salaries	Average Weekly Wage Rate	Number of Beneficiaries	\$
	Thousands of persons		%			\$ million	\$	(Persons)	thousand
	Seasonally Adjusted (SA)				Unadjusted	SA		Unadjusted	
2005	2,263.4	2,130.5	5.9	65.6	32.6	74,454.9	704.49	638,940	837,431.4
2006	2,305.1	2,195.5	4.8	65.7	32.5	81,623.0	726.02	532,520	723,659.5
2007	2,366.4	2,266.3	4.2	66.3	32.9	86,213.2	747.84	487,550	694,335.8
2008	2,425.9	2,314.3	4.6	66.6	32.4	90,831.3	780.85	547,450	807,379.6
Jan-07	2,349.5	2,247.6	4.3	66.3	33.2	6,997.9	743.37	53,800	85,957.3
Feb-07	2,350.0	2,253.4	4.1	66.2	33.2	7,022.4	743.33	50,290	66,382.3
Mar-07	2,353.7	2,259.9	4.0	66.3	33.0	7,066.9	743.18	45,890	60,486.6
Apr-07	2,348.0	2,242.1	4.5	66.0	34.0	7,091.5	748.06	41,300	65,779.4
May-07	2,363.8	2,262.7	4.3	66.4	33.8	7,138.6	741.59	37,330	52,170.1
Jun-07	2,365.6	2,261.0	4.4	66.3	33.8	7,210.2	740.27	33,430	44,609.7
Jul-07	2,355.8	2,257.7	4.2	65.9	32.0	7,221.5	744.19	38,900	51,487.0
Aug-07	2,362.8	2,267.7	4.0	66.0	31.3	7,156.9	756.53	41,380	54,464.2
Sep-07	2,376.9	2,273.5	4.4	66.3	33.7	7,204.6	754.74	30,240	52,048.2
Oct-07	2,380.1	2,278.8	4.3	66.3	30.7	7,275.0	748.87	32,320	43,968.1
Nov-07	2,397.4	2,298.8	4.1	66.6	32.9	7,387.9	753.78	38,290	48,969.4
Dec-07	2,396.4	2,298.0	4.1	66.5	33.5	7,439.9	755.66	44,380	68,013.6
Jan-08	2,406.2	2,307.9	4.1	66.7	33.0	7,483.2	771.68	52,650	76,914.9
Feb-08	2,407.1	2,306.4	4.2	66.6	32.9	7,516.8	766.55	51,520	71,358.9
Mar-08	2,423.6	2,316.7	4.4	67.0	32.8	7,529.7	761.02	46,920	79,137.2
Apr-08	2,427.0	2,320.2	4.4	66.9	33.3	7,536.1	772.40	43,950	63,446.3
May-08	2,428.3	2,318.9	4.5	66.9	33.2	7,570.2	777.77	40,630	57,967.1
Jun-08	2,430.5	2,319.9	4.5	66.8	33.8	7,576.9	782.92	36,880	63,590.5
Jul-08	2,431.1	2,321.6	4.5	66.7	31.8	7,550.5	788.11	43,780	54,026.3
Aug-08	2,429.2	2,322.7	4.4	66.5	31.5	7,600.5	777.68	46,450	64,196.5
Sep-08	2,431.2	2,316.0	4.7	66.5	33.4	7,618.9	790.43	34,890	66,127.3
Oct-08	2,434.6	2,309.0	5.2	66.4	30.1	7,642.7	795.65	39,380	50,760.1
Nov-08	2,428.1	2,307.4	5.0	66.2	29.7	7,596.0	789.82	48,810	73,063.6
Dec-08	2,432.5	2,302.7	5.3	66.2	33.0	7,609.8	796.71	61,590	86,790.8
Jan-09	2,415.1	2,267.6	6.1	65.7	32.3	7,519.6	799.72	78,910	112,013.3
Feb-09	2,424.4	2,262.7	6.7	65.8	32.2	7,460.3	798.07	84,920	118,829.3
Mar-09	2,420.2	2,240.1	7.4	65.7	30.2	7,462.8	790.02	102,120	155,820.0
Apr-09	2,437.1	2,257.4	7.4	66.0	30.5	7,391.0	802.16	96,550	151,106.3
May-09	2,443.2	2,258.8	7.6	66.1	32.1	7,433.6	790.22	91,750	164,147.8
Jun-09	2,453.6	2,254.7	8.1	66.3	32.9	7,361.1	793.27	87,370	129,574.1
Jul-09	2,436.0	2,247.1	7.8	65.7	31.3	7,376.8	789.41	91,660	129,815.8
Aug-09	2,447.0	2,255.7	7.8	65.9	30.3	7,373.5	806.56	15,190	165,749.1
Sep-09	2,452.7	2,270.1	7.4	65.9	33.3	7,409.0	810.38	75,320	123,868.3
Oct-09	2,460.8	2,257.2	8.3	66.0	29.6	-	808.81	77,400	109,944.0
Nov-09	2,472.0	2,267.1	8.3	66.2	29.4	-	802.41	-	144,220.2
Dec-09	2,475.5	2,266.4	8.4	66.2	32.8	-	815.03	-	-
(1-12, a-avg) YTD	a 2,444.8	a 2,258.7	a 7.6	a 66.0	a 31.4	t 66,787.7	a 800.51	a 80,119	t 1,505,088.1
% change	0.8	-2.4	n/a	n/a	-3.0	-1.8	2.5	83.3	108.9
Last 12 months	2,444.8	2,258.7	7.6	66.0	31.4	89,636.2	800.51	75,966	1,591,878.9
Previous 12	2,425.8	2,314.1	4.6	66.6	32.4	90,085.6	780.90	43,310	788,602.4
% change	0.8	-2.4	n/a	n/a	-3.0	-0.5	2.5	75.4	101.9
% ch. year ago	1.8	-1.6	n/a	n/a	-0.6	-2.8	2.3	96.5	97.4
% ch. prev mnth	0.1	0.0	n/a	n/a	11.6	0.5	1.6	2.8	31.2



2 Employment by Industry – Goods

Source: Statistics Canada, 2001
unadjusted data est. by BC Stats.

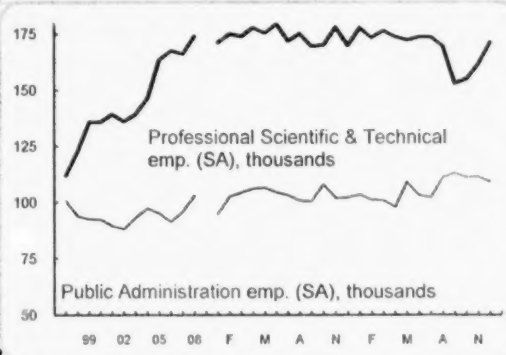
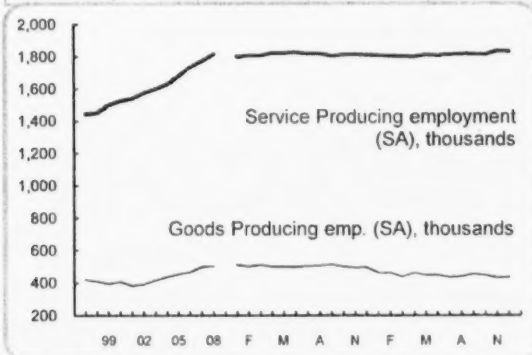
Period	Goods	Agriculture	Forestry	Fishing & Trapping	Mining	Utilities	Construction	Manufacturing			
	Producing							Food	Wood	Paper	Total
	Thousands of persons										
	SA	Unadjusted			SA	Unadjusted			SA		
2005	452.7	38.7	21.6	2.1	13.8	10.3	168.0	26.4	45.8	12.3	198.2
2006	463.9	34.7	21.7	2.7	19.4	8.6	179.3	19.5	44.8	15.1	197.5
2007	495.7	36.2	24.3	2.9	20.0	10.3	196.9	23.0	44.7	15.2	205.1
2008	501.5	33.7	17.4	2.2	25.8	14.2	220.8	24.5	34.3	13.2	187.4
Jan-07	492.5	34.4	23.1	1.7	24.0	7.9	194.2	21.3	35.8	14.3	205.6
Feb-07	485.9	35.2	20.7	-	23.9	9.3	187.1	20.3	37.2	15.9	207.1
Mar-07	489.6	33.2	20.2	1.9	20.0	8.2	191.5	22.4	45.1	16.7	211.4
Apr-07	496.7	32.3	20.3	4.0	18.7	8.7	195.2	25.1	41.0	16.5	212.6
May-07	495.9	36.0	23.7	3.0	18.7	8.2	200.2	25.3	42.9	17.9	205.6
Jun-07	498.4	35.4	27.3	1.8	21.0	9.3	198.5	22.4	49.4	14.5	208.4
Jul-07	485.5	36.3	26.8	2.2	19.8	11.8	187.3	21.6	53.3	16.3	203.8
Aug-07	491.3	34.3	25.0	6.1	19.7	11.4	195.7	22.1	55.4	16.4	202.0
Sep-07	503.6	38.2	24.0	3.5	18.5	10.6	199.1	24.5	54.2	14.4	210.2
Oct-07	499.1	40.7	26.9	3.2	19.7	12.7	193.6	23.0	46.1	12.3	204.4
Nov-07	509.1	40.0	27.3	2.6	16.7	12.5	207.7	23.8	41.3	13.8	201.3
Dec-07	503.2	39.5	26.7	3.1	19.4	13.2	212.4	23.9	34.9	13.7	188.9
Jan-08	510.4	43.2	22.6	3.2	20.2	14.6	212.8	26.3	29.3	19.4	193.0
Feb-08	499.8	37.7	22.0	3.1	19.9	14.4	216.0	24.1	29.1	15.5	185.5
Mar-08	510.6	38.0	22.4	2.5	18.5	15.7	220.3	28.0	34.7	16.5	190.2
Apr-08	498.0	35.1	17.1	1.8	24.9	13.2	218.9	19.2	34.3	14.1	182.2
May-08	497.6	29.8	19.5	1.8	24.0	12.8	221.1	20.6	40.4	11.1	188.1
Jun-08	495.9	32.8	19.6	1.6	25.0	13.4	216.8	21.2	39.9	10.9	189.5
Jul-08	503.6	31.9	18.0	-	27.5	14.6	222.3	26.7	39.6	11.3	190.2
Aug-08	505.5	34.4	13.1	2.5	28.8	15.3	226.9	23.5	37.6	11.3	186.9
Sep-08	511.8	31.9	12.8	2.1	29.9	14.5	235.2	23.9	35.8	11.1	186.0
Oct-08	497.6	31.0	13.0	2.4	29.1	15.1	225.3	24.6	31.2	12.4	183.3
Nov-08	493.7	29.8	13.1	2.0	29.8	13.9	219.6	27.3	33.6	11.3	184.8
Dec-08	494.2	30.6	16.1	2.0	31.7	12.6	213.5	28.4	25.7	13.6	188.0
Jan-09	460.2	27.6	14.3	3.1	28.4	12.8	203.3	25.5	24.2	11.7	169.9
Feb-09	460.3	30.1	15.4	3.4	25.5	10.5	203.8	28.9	24.6	13.8	170.2
Mar-09	439.0	30.3	12.7	2.3	25.9	12.7	187.8	31.0	22.6	12.2	163.6
Apr-09	458.7	33.4	10.4	2.7	23.3	13.3	195.2	28.9	28.2	12.8	175.9
May-09	447.6	34.5	10.4	1.5	25.3	13.0	195.7	31.3	28.9	9.3	165.6
Jun-09	447.5	37.1	13.0	1.9	23.5	13.1	197.2	31.4	27.1	12.0	162.7
Jul-09	434.6	34.8	13.7	2.1	24.6	11.3	193.1	22.5	27.3	10.9	156.9
Aug-09	439.2	33.8	14.2	1.9	26.2	9.9	191.7	24.0	26.6	8.6	163.9
Sep-09	454.5	36.9	15.2	1.9	21.8	13.5	195.7	26.2	31.4	11.1	169.8
Oct-09	445.2	39.1	15.9	1.7	23.8	13.6	195.1	18.8	28.8	9.6	157.6
Nov-09	432.1	35.8	13.7	1.9	23.5	14.0	191.6	22.9	28.1	9.4	151.8
Dec-09	435.5	34.1	17.5	1.9	18.6	14.5	192.8	14.5	29.0	8.9	156.9
(t-tot, a-avg) YTD	a 446.2	a 34.0	a 13.9	a 2.2	a 24.2	a 12.7	a 195.3	a 25.5	a 27.2	a 10.9	a 163.7
% change	-11.0	0.3	-20.5	5.2	-6.1	-10.5	-11.5	4.1	-20.5	-17.8	-12.6
Last 12 months	446.2	34.0	13.9	2.2	24.2	12.7	195.3	25.5	27.2	10.9	163.7
Previous 12	501.6	33.9	17.4	2.1	25.8	14.2	220.7	24.5	34.3	13.2	187.3
% change	-11.0	0.3	-20.5	5.2	-6.1	-10.5	-11.5	4.1	-20.5	-17.8	-12.6
% ch. year ago	-11.9	11.4	8.7	-5.0	-41.3	15.1	-9.7	-48.9	12.8	-34.6	-16.5
% ch. prev mth	0.8	-4.7	27.7	0.0	-20.9	3.6	0.6	-36.7	3.2	-5.3	3.4



3 Employment by Industry – Services

Source: Statistics Canada.

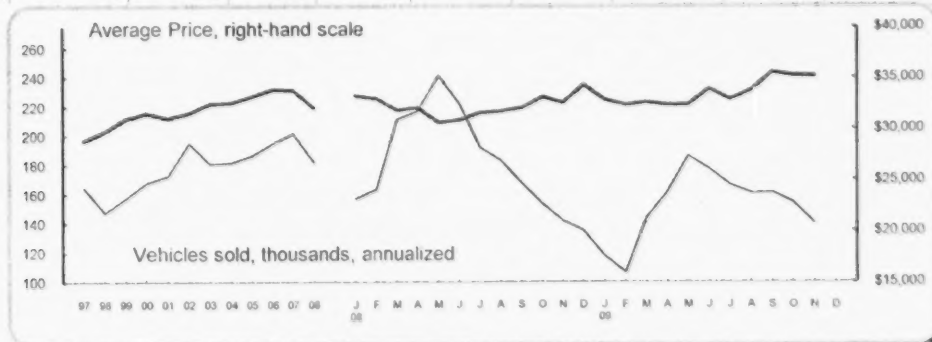
	Service Producing Sectors	Trade	Transporta- tion & Ware- housing	Finance, Insurance & Real Estate	Professional Scientific Technical	Education	Health & Social Assistance	Information, Culture & Recreation	Accom- modation	Public Admin- istration
	Thousands of persons									
Period	Seasonally Adjusted									
2005	1,677.8	334.6	118.7	132.9	163.6	146.1	217.4	112.1	175.8	95.1
2006	1,731.6	353.7	119.5	138.0	167.6	156.0	232.2	113.2	170.5	91.3
2007	1,770.6	365.0	125.6	145.0	166.3	156.1	239.7	117.8	172.7	95.9
2008	1,812.8	354.8	128.0	147.2	174.0	161.6	118.1	118.1	178.1	102.9
Jan-07	1,755.2	355.7	122.0	137.6	166.8	153.8	233.9	115.4	180.6	95.9
Feb-07	1,767.5	358.8	131.5	139.9	168.9	160.2	243.2	115.4	171.2	91.2
Mar-07	1,770.3	356.2	125.2	149.2	161.1	163.5	248.5	123.3	172.0	92.1
Apr-07	1,745.3	350.0	123.6	145.2	163.0	157.9	241.6	121.6	164.8	94.0
May-07	1,766.8	365.8	126.1	149.4	172.7	157.7	234.4	120.7	168.1	92.0
Jun-07	1,762.5	364.8	122.9	148.0	171.3	150.4	242.0	114.4	174.0	95.5
Jul-07	1,772.2	379.0	125.4	150.0	175.9	141.3	239.1	110.6	170.0	96.7
Aug-07	1,776.4	376.9	123.0	149.2	168.2	145.7	235.3	118.0	182.5	95.6
Sep-07	1,769.9	367.3	121.6	143.8	162.7	161.7	236.5	113.8	173.2	98.2
Oct-07	1,779.7	373.8	123.3	142.6	161.8	158.4	243.7	115.2	173.2	97.0
Nov-07	1,789.7	369.1	128.9	142.7	163.2	159.8	241.9	120.9	172.5	98.6
Dec-07	1,794.8	364.4	135.5	141.9	160.1	159.9	235.9	126.3	170.1	104.9
Jan-08	1,797.5	354.2	129.4	145.1	171.2	166.2	246.3	117.6	170.6	94.8
Feb-08	1,806.6	359.0	128.8	147.9	175.0	156.9	240.9	121.5	177.6	102.5
Mar-08	1,806.1	362.9	130.2	134.1	174.1	155.5	240.6	118.0	179.5	104.4
Apr-08	1,822.2	360.8	133.0	142.2	177.9	162.7	233.1	119.5	183.6	106.1
May-08	1,821.3	350.9	127.1	150.8	175.5	165.0	239.5	121.9	184.3	106.5
Jun-08	1,824.0	356.5	131.4	144.9	179.6	167.8	244.6	116.5	177.6	104.5
Jul-08	1,818.0	349.2	126.6	155.4	172.0	163.7	245.9	121.5	177.1	103.1
Aug-08	1,817.2	361.7	131.3	142.0	175.1	160.4	243.3	117.3	177.0	100.7
Sep-08	1,804.2	346.7	128.0	148.9	169.6	158.2	253.0	119.7	174.8	100.4
Oct-08	1,811.4	346.6	128.4	151.2	170.1	160.9	255.3	114.6	173.4	108.0
Nov-08	1,813.7	349.9	115.3	155.4	178.0	160.3	254.8	115.7	177.6	101.8
Dec-08	1,808.6	358.0	126.2	149.0	170.0	161.7	249.8	114.1	183.0	102.2
Jan-09	1,807.4	351.3	120.8	151.2	177.8	157.2	255.3	121.1	180.6	103.4
Feb-09	1,802.4	350.6	118.0	148.2	173.4	160.6	259.4	120.5	176.4	101.0
Mar-09	1,801.1	347.9	121.7	139.7	176.5	158.1	259.8	115.1	183.6	100.9
Apr-09	1,798.7	360.5	116.8	132.0	173.8	162.4	266.2	118.3	175.6	98.0
May-09	1,811.2	371.9	114.8	131.3	172.4	159.9	255.8	115.3	175.7	108.9
Jun-09	1,807.2	370.4	110.1	134.2	173.7	160.4	258.0	124.9	173.6	103.1
Jul-09	1,812.5	375.7	113.5	144.7	173.7	155.2	262.0	128.5	166.9	102.2
Aug-09	1,816.4	382.1	115.2	138.1	169.6	168.2	252.3	126.7	163.7	111.2
Sep-09	1,815.6	382.0	113.1	148.1	153.0	165.5	263.3	115.8	166.3	113.0
Oct-09	1,812.0	378.7	115.3	147.9	155.0	162.1	263.7	112.0	169.0	111.1
Nov-09	1,835.1	371.4	112.8	152.3	161.6	170.2	263.1	117.3	169.7	111.3
Dec-09	1,830.9	374.1	112.7	148.9	171.2	165.3	265.0	116.3	171.2	109.2
(t-tot, 2-avg) YTD	a 1,812.5	a 368.1	a 115.4	a 143.1	a 169.3	a 162.1	a 260.3	a 119.3	a 172.7	a 106.1
% change	0.0	3.8	-9.8	-2.8	-2.7	0.3	6.0	1.0	-3.0	3.1
Last 12 months	1,812.5	368.1	115.4	143.1	169.3	162.1	260.3	119.3	172.7	106.1
Previous 12	1,812.6	354.7	128.0	147.2	174.0	161.6	245.6	118.2	178.0	102.9
% change	0.0	3.8	-9.8	-2.8	-2.7	0.3	6.0	1.0	-3.0	3.1
% ch. year ago	1.2	4.5	-10.7	-0.1	0.7	2.2	6.1	1.9	-6.4	6.8
% ch. prev mnth	-0.2	0.7	-0.1	-2.2	5.9	-2.9	0.7	-0.9	0.9	-1.9



4 Business & Consumer

Incorporations/Corporate & Personal Registries,
BC Gov. CPI, Retail, MV Sales/Statistics Canada

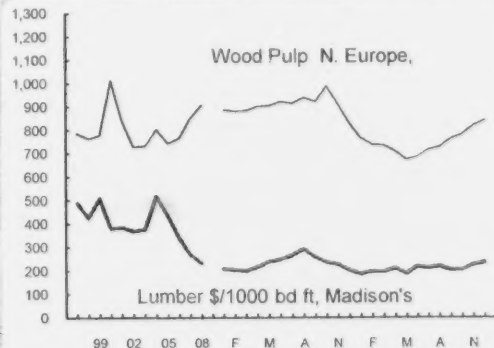
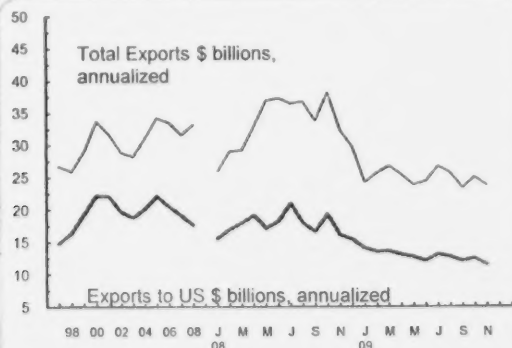
Period	Business				Consumer					
	Wholesale Sales	Business Incorporations	Bankruptcies Office of Superintendent of Bankruptcy Canada		Consumer Price Index (BC) (2002=100)	Retail Sales, All Stores		New Motor Vehicle Sales		
			Business	Consumer		British Columbia	Vancouver, Metropolitan	Units	Value	
\$ million	Number				(2002=100)	\$ million		Number	\$ thousand	
SA	Unadjusted					SA	Unadjusted			
2005	45,447.4	28,593	786	8,173	106.3	49,286.3	22,702.6	186,581	6,192,896	
2006	49,293.5	30,667	587	7,021	108.1	52,837.1	24,110.2	194,648	6,587,723	
2007	53,390.7	30,841	470	6,650	110.0	56,365.4	25,342.8	201,596	6,803,621	
2008	52,856.6	-	454	7,293	112.3	56,562.4	25,290.5	182,080	5,837,363	
Jan-07	4,386.2	2,527	50	551	109.0	4,545.7	1,814.4	12,108	420,695	
Feb-07	4,440.6	2,520	33	609	109.1	4,602.4	1,767.0	13,650	475,035	
Mar-07	4,457.0	2,683	35	636	109.5	4,670.8	2,055.8	18,424	628,068	
Apr-07	4,387.0	2,398	42	574	109.9	4,661.9	2,037.5	19,038	620,420	
May-07	4,392.6	2,887	42	606	110.5	4,701.7	2,254.9	21,207	696,548	
Jun-07	4,565.5	2,821	44	553	110.3	4,691.8	2,231.8	20,505	683,624	
Jul-07	4,622.8	2,455	36	526	110.5	4,707.3	2,145.6	17,836	590,211	
Aug-07	4,440.9	2,577	34	494	110.4	4,715.5	2,184.5	18,155	591,555	
Sep-07	4,393.2	2,407	35	505	110.5	4,700.8	2,093.2	16,002	531,729	
Oct-07	4,446.2	2,736	35	537	110.0	4,734.2	2,079.6	14,089	490,275	
Nov-07	4,461.7	2,466	46	580	110.1	4,794.1	2,103.4	14,182	488,331	
Dec-07	4,396.8	2,364	38	480	110.1	4,839.3	2,575.0	16,400	587,130	
Jan-08	4,270.4	2,492	31	506	109.9	4,818.1	1,937.5	13,091	434,796	
Feb-08	4,360.5	2,502	44	603	110.3	4,763.4	1,879.8	13,621	448,885	
Mar-08	4,328.5	2,478	32	538	110.8	4,812.2	2,040.1	17,603	559,764	
Apr-08	4,448.2	2,733	30	578	111.8	4,789.0	2,107.8	18,069	578,704	
May-08	4,393.2	2,508	32	564	112.8	4,770.2	2,308.1	20,105	615,582	
Jun-08	4,406.2	-	33	546	113.6	4,818.8	2,210.3	18,487	569,748	
Jul-08	4,429.5	-	40	599	114.2	4,787.4	2,194.2	15,993	504,815	
Aug-08	4,617.6	-	48	546	114.0	4,741.2	2,170.8	15,260	483,843	
Sep-08	4,530.3	-	52	670	114.1	4,758.3	2,101.5	13,973	447,480	
Oct-08	4,464.5	-	41	745	112.8	4,695.6	2,083.5	12,784	422,844	
Nov-08	4,413.6	-	30	715	112.3	4,547.4	1,962.4	11,836	384,987	
Dec-08	4,194.1	-	41	683	111.4	4,261.2	2,294.6	11,258	385,915	
Jan-09	4,087.8	-	25	767	111.4	4,387.4	1,809.7	9,830	322,636	
Feb-09	4,017.6	-	48	889	111.9	4,357.7	1,644.1	8,871	286,717	
Mar-09	3,901.6	-	35	960	112.0	4,302.0	1,820.7	11,958	389,460	
Apr-09	3,975.3	-	42	968	112.1	4,366.2	1,951.1	13,440	434,327	
May-09	4,024.3	-	35	869	112.9	4,391.8	2,110.4	15,520	502,202	
Jun-09	4,149.8	-	47	947	112.8	4,451.5	2,087.8	14,775	500,523	
Jul-09	4,141.8	-	28	985	112.4	4,422.4	2,102.9	13,860	455,607	
Aug-09	4,031.5	-	24	832	112.8	4,501.4	2,063.5	13,392	451,764	
Sep-09	3,999.7	-	30	1,109	112.7	4,578.7	2,052.3	13,422	476,434	
Oct-09	4,039.0	-	27	808	112.1	4,652.8	2,086.2	12,859	452,505	
Nov-09	4,079.6	-	19	792	112.4	4,678.7	2,001.3	11,704	411,319	
Dec-09	-	-	-	-	111.9	-	-	-	-	
(t-tot, 2-avg) YTD	t 44,448.0	t 12,713	t 360	t 9,926	a 112.3	t 49,090.5	t 21,730.1	t 139,631	t 4,683,494	
% change	-8.7	-2.3	-12.8	50.2	0.0	-6.1	-5.5	-18.3	-14.1	
Last 12 months	48,642.1	30,539	401	10,609	112.3	53,351.7	24,024.7	150,889	5,069,409	
Previous 12	53,059.3	30,455	451	7,090	112.3	57,140.8	25,571.0	187,222	6,038,578	
% change	-8.3	0.3	-11.1	49.6	0.0	-6.6	-6.0	-19.4	-16.0	
% ch. year ago	-7.6	-13.1	-36.7	10.8	0.4	2.9	2.0	-1.1	6.8	
% ch. prev mnth	1.0	-8.2	-29.6	-2.0	-0.4	0.6	-4.1	-9.0	-9.1	



5 Foreign Trade & Commodities

Exports, Imports/Statistics Canada. Lumber/Madison's.
Metals/London Metal Exchange. Oil/W Texas Intermed.

Period	BC Origin Exports to			Imports through BC ports	Commodity Prices in Canadian \$ (conversion to \$C by Treasury Board Staff)						
	Total All Countries	United States	Japan		Lumber WSPF Madison's	Wood Pulp N. Europe	Copper London	Gold London	Silver London	Zinc London	Crude Oil
	\$ million				\$/1000 bd ft	\$/tonne	\$/lb.	\$/troy oz.	\$/troy oz.	\$/lb.	\$ per Barrel
	Unadjusted										
2005	34,167.3	22,101.5	4,163.8	35,295.3	430.78	741.26	2.02	538.18	8.86	0.75	68.28
2006	33,470.9	20,518.2	4,709.8	38,897.6	336.67	764.05	3.46	685.14	13.12	1.69	74.94
2007	31,560.5	19,090.6	4,134.6	38,705.1	267.93	849.67	3.46	745.21	14.35	1.59	76.86
2008	33,181.4	17,605.5	5,027.0	42,986.8	231.68	905.18	3.30	926.32	15.70	0.89	104.17
Jan-07	2,608.3	1,657.9	329.0	3,066.5	310.45	867.84	3.03	742.21	15.10	2.02	64.17
Feb-07	2,462.5	1,523.9	318.2	2,850.8	298.52	882.68	3.03	778.20	16.28	1.77	69.37
Mar-07	2,939.2	1,807.8	401.9	3,330.6	286.23	886.72	3.42	765.07	15.34	1.73	70.75
Apr-07	2,942.9	1,767.7	426.4	3,194.6	271.09	871.10	3.99	770.82	15.57	1.83	72.56
May-07	2,868.5	1,684.7	434.6	3,083.7	266.06	849.64	3.83	731.24	14.40	1.91	69.48
Jun-07	2,738.7	1,629.1	364.2	3,259.6	303.57	836.16	3.63	698.20	13.94	1.74	71.88
Jul-07	2,655.0	1,681.7	315.8	3,348.3	284.64	839.22	3.80	698.79	13.55	1.69	77.91
Aug-07	2,722.6	1,674.7	299.7	3,625.2	276.20	846.58	3.60	704.15	13.01	1.56	76.60
Sep-07	2,448.1	1,488.0	282.9	3,188.9	244.03	831.56	3.57	730.41	13.18	1.34	81.96
Oct-07	2,462.2	1,472.9	327.0	3,629.2	215.53	808.47	3.55	735.82	13.33	1.32	84.06
Nov-07	2,380.0	1,353.0	320.6	3,211.9	230.17	812.38	3.06	779.74	14.16	1.11	91.51
Dec-07	2,332.5	1,349.0	314.4	2,915.8	228.72	863.71	3.02	807.86	14.39	1.07	92.02
Jan-08	2,165.8	1,296.0	230.5	2,992.5	206.27	884.74	3.25	899.50	16.20	1.07	93.98
Feb-08	2,418.3	1,413.6	324.3	3,093.5	202.81	879.20	3.60	921.91	17.63	1.11	95.26
Mar-08	2,432.3	1,494.7	257.7	3,416.7	198.40	881.78	3.84	970.39	19.33	1.14	105.77
Apr-08	2,735.0	1,593.3	352.6	3,599.7	214.94	900.33	4.00	922.33	17.70	1.04	114.13
May-08	3,070.6	1,429.4	569.9	3,365.2	236.85	903.43	3.79	888.10	17.02	0.99	125.31
Jun-08	3,104.5	1,516.6	543.8	3,722.4	246.05	919.13	3.82	904.37	17.27	0.87	136.17
Jul-08	3,034.6	1,746.4	331.5	3,840.5	264.31	912.44	3.86	951.70	18.27	0.85	135.13
Aug-08	3,062.1	1,494.4	601.8	3,698.2	291.01	937.36	3.66	884.51	15.27	0.82	122.95
Sep-08	2,816.2	1,389.3	467.6	3,881.4	257.17	919.66	3.34	878.38	12.88	0.84	109.96
Oct-08	3,175.2	1,607.3	409.8	4,249.8	234.58	985.71	2.63	956.51	12.20	0.70	90.81
Nov-08	2,694.3	1,345.2	534.1	3,751.8	226.58	909.98	2.06	926.60	11.94	0.63	69.97
Dec-08	2,472.4	1,279.2	403.4	3,375.2	201.22	828.35	1.73	1,011.55	12.70	0.62	50.64
Jan-09	2,016.4	1,174.8	250.0	3,150.3	185.17	762.76	1.81	1,053.01	13.84	0.66	51.19
Feb-09	2,144.6	1,126.0	285.7	2,986.0	195.49	734.63	1.88	1,174.37	16.70	0.62	48.76
Mar-09	2,233.3	1,133.9	382.4	3,140.7	194.74	732.15	2.16	1,168.75	16.59	0.70	60.67
Apr-09	2,119.7	1,089.8	373.5	2,897.2	209.31	707.50	2.46	1,089.08	15.30	0.76	60.95
May-09	1,989.5	1,063.7	244.3	2,770.1	186.45	672.14	2.39	1,068.79	16.15	0.77	68.09
Jun-09	2,033.9	1,009.5	304.5	3,042.3	216.29	683.80	2.56	1,065.33	16.50	0.80	78.50
Jul-09	2,223.4	1,092.5	286.1	3,351.2	209.85	714.83	2.66	1,048.37	14.99	0.81	71.92
Aug-09	2,140.9	1,062.0	257.0	3,175.8	216.55	725.84	3.06	1,033.24	15.64	0.90	77.33
Sep-09	1,946.5	1,010.0	200.5	3,186.1	201.21	760.48	3.04	1,078.07	17.73	0.92	75.14
Oct-09	2,083.4	1,040.0	348.2	3,151.0	201.48	779.54	3.00	1,100.38	18.19	0.99	79.98
Nov-09	1,978.1	958.6	258.4	3,042.6	222.51	817.99	3.21	1,191.04	18.87	1.05	82.73
Dec-09	-	-	-	-	233.02	839.30	3.34	1,191.52	18.63	1.14	78.34
(t-tot, a-avg) YTD	t 22,909.8	t 11,760.7	t 3,190.6	t 33,893.3	a 206.01	a 744.25	a 2.63	a 1,105.16	a 16.59	a 0.84	a 69.47
% change	-25.4	-28.0	-31.0	-14.4	-11.1	-17.8	-20.2	19.3	5.7	-5.2	-33.3
Last 12 months	25,382.2	13,039.9	3,594.0	37,268.5	206.01	744.25	2.63	1,105.16	16.59	0.84	69.47
Previous 12	33,041.5	17,675.3	4,938.0	42,527.5	231.68	905.18	3.30	926.32	15.70	0.89	104.17
% change	-23.2	-26.2	-27.2	-12.4	-11.1	-17.8	-20.2	19.3	5.7	-5.2	-33.3
% ch. year ago	-26.6	-28.7	-51.6	-18.9	15.8	1.3	93.1	17.8	46.7	83.9	54.7
% ch. prev mth	-5.1	-7.8	-25.8	-3.4	4.7	2.6	4.0	0.0	-1.3	8.6	-5.3



6 Construction and Housing

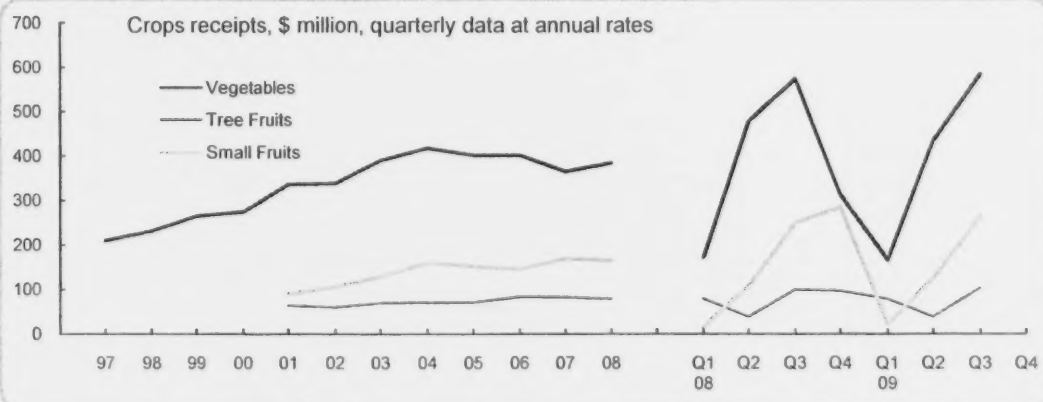
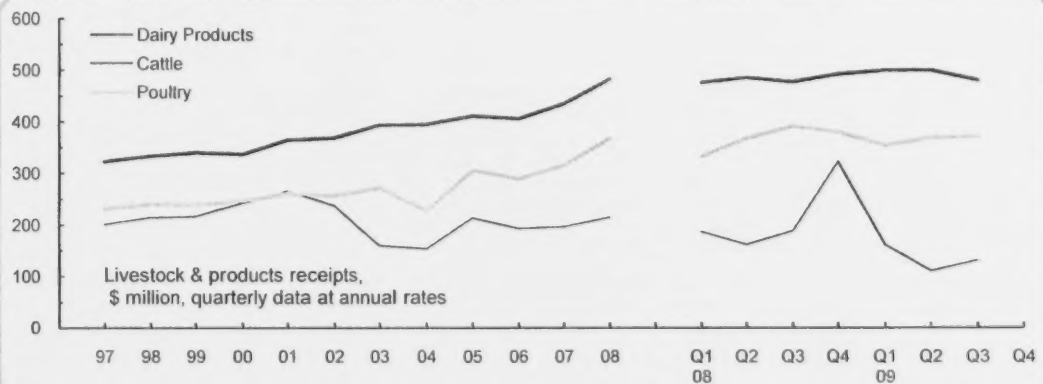
Housing Starts/Canada Mortgage & Housing Corporation. MLS/Multiple Listing Service.

Period	Building Permits (Source: Statistics Canada)					Housing Starts	New House Price Index		MLS®
	Total	Residential	Industrial	Commercial	Institutional & Government	All Areas	(Source: Statistics Canada)		Average
							Vancouver	Victoria	Sale Price
	\$ thousand					Thousands	1997=100		\$
	Seasonally Adjusted					SAAR	Unadjusted		
2005	10,182,924	6,970,787	346,203	1,886,405	979,529	34.7	105.4	113.3	332,137
2006	11,541,532	7,620,696	358,843	2,493,684	1,068,309	36.4	112.7	117.7	390,963
2007	12,544,691	8,611,723	323,893	2,647,905	961,170	39.2	120.7	118.2	439,119
2008	10,577,155	6,899,289	292,221	2,623,509	762,136	34.3	123.5	118.1	454,599
Jan-07	1,057,299	723,602	21,902	199,715	112,080	42.8	116.1	117.4	396,132
Feb-07	820,211	498,004	25,410	251,644	45,153	34.8	116.1	117.4	412,848
Mar-07	1,057,682	721,820	22,955	235,027	77,880	38.5	117.4	117.9	429,080
Apr-07	968,452	689,779	23,940	220,337	34,396	34.6	118.3	116.8	431,858
May-07	1,337,497	925,890	18,313	292,370	100,924	37.4	121.0	118.3	449,060
Jun-07	1,307,956	802,934	35,646	345,228	124,148	38.6	122.1	118.7	445,646
Jul-07	1,004,482	726,375	30,311	177,724	70,072	35.2	122.3	118.7	446,386
Aug-07	1,060,199	671,406	40,960	257,304	90,529	38.4	122.4	118.7	439,931
Sep-07	813,210	610,161	24,853	118,621	59,575	41.8	122.4	118.4	445,205
Oct-07	1,128,578	852,642	21,464	190,997	63,475	42.0	123.2	118.4	449,498
Nov-07	911,994	624,334	30,975	157,780	98,905	52.5	123.5	119.0	451,936
Dec-07	1,077,131	764,776	27,164	201,158	84,033	34.8	123.5	119.0	456,764
Jan-08	839,214	667,794	15,524	127,928	27,968	35.8	123.6	119.3	452,928
Feb-08	942,196	749,449	33,109	111,289	48,349	51.3	123.8	119.3	478,067
Mar-08	957,479	677,168	28,565	208,688	43,058	33.1	124.6	119.3	483,249
Apr-08	1,081,290	702,661	27,680	322,737	28,212	40.2	124.7	119.0	478,044
May-08	1,138,648	644,778	30,066	359,813	103,991	40.6	124.3	118.3	477,144
Jun-08	1,057,258	640,988	18,669	264,177	133,424	35.0	124.3	118.2	463,458
Jul-08	885,552	618,580	18,325	168,559	80,088	37.6	124.3	118.6	444,461
Aug-08	938,667	685,391	29,300	177,843	46,133	33.7	124.2	118.3	421,685
Sep-08	913,478	585,678	22,374	234,580	70,846	35.5	124.1	118.6	412,001
Oct-08	861,101	413,664	27,350	308,337	111,750	28.3	122.7	117.1	420,259
Nov-08	604,940	326,090	18,023	231,230	29,597	21.2	120.6	116.1	395,586
Dec-08	357,333	187,049	23,236	108,328	38,720	20.9	120.6	115.6	429,210
Jan-09	331,542	174,181	16,353	120,385	20,623	15.0	119.7	114.3	412,934
Feb-09	614,624	309,038	24,991	226,265	54,330	13.7	116.2	112.4	425,696
Mar-09	597,510	237,614	30,506	119,386	210,004	11.8	114.9	111.4	424,068
Apr-09	377,433	248,627	10,792	74,856	43,158	12.4	113.5	110.7	449,371
May-09	484,936	261,816	27,982	163,464	31,674	11.8	114.0	110.4	465,048
Jun-09	634,180	312,042	25,965	127,782	168,391	14.2	113.0	109.9	461,880
Jul-09	618,984	373,675	24,338	125,812	95,159	14.0	114.3	106.1	463,972
Aug-09	916,780	350,266	25,309	222,177	319,028	19.4	114.5	106.5	471,078
Sep-09	674,813	495,380	10,382	132,182	36,869	16.9	116.1	106.3	474,169
Oct-09	670,963	479,550	19,823	117,971	53,619	19.4	116.9	106.3	493,328
Nov-09	775,937	536,027	15,114	183,746	41,050	20.5	117.2	106.3	482,261
Dec-09	-	-	-	-	-	22.2	-	-	495,861
(t-tot, a-avg) YTD	t 6,697,702	t 3,778,216	t 231,555	t 1,614,026	t 1,073,905	a 15.9	a 115.5	a 109.2	a 459,972
% change	-34.5	-43.7	-13.9	-35.8	48.4	-53.7	-6.7	-7.8	3.1
Last 12 months	7,055,035	3,965,265	254,791	1,722,354	1,112,625	15.9	115.9	109.7	459,972
Previous 12	11,296,954	7,477,017	296,149	2,716,339	807,449	34.4	123.7	118.4	446,341
% change	-37.5	-47.0	-14.0	-36.6	37.8	-53.7	-6.3	-7.4	3.1
% ch year ago	28.3	64.4	-16.1	-20.5	38.7	6.2	-2.8	-8.4	15.5
% ch prev mnth	15.6	11.8	-23.8	55.8	-23.4	8.3	0.3	0.0	2.8

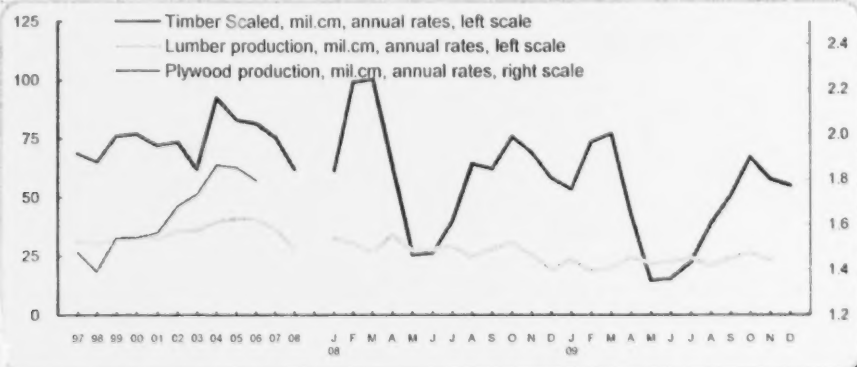


7 Agriculture

Period		Farm Cash Receipts (Source: Statistics Canada)										
		Selected Livestock & Products and Overall Total					Selected Crops and Overall Total Crops					Total
		Dairy	Cattle	Poultry	Eggs	Total	Veg-	Tree	Small	Flori-	Total	Farm Cash
		Products					tables	Fruits	Fruits	culture		Receipts
		\$ thousand										
		Unadjusted										
2005	410,992	213,794	306,837	56,342	1,185,089	401,644	70,316	152,718	222,377	1,073,095	2,378,412	
2006	405,445	192,851	289,655	67,062	1,124,488	401,567	83,230	146,796	268,054	1,105,946	2,335,580	
2007	434,428	196,264	316,653	65,792	1,163,186	364,920	82,408	169,878	264,913	1,127,835	2,391,562	
2008	482,281	214,777	368,487	74,176	1,286,023	384,220	78,366	165,566	236,319	1,109,746	2,504,530	
Q1-07	105,602	47,569	72,771	15,737	273,629	41,015	19,966	4,057	68,877	197,278	506,124	
Q2-07	108,658	36,211	80,488	16,446	264,574	103,471	9,673	23,356	74,176	302,894	597,031	
Q3-07	107,938	36,672	82,185	16,509	279,812	135,187	27,751	71,889	63,579	332,568	625,762	
Q4-07	112,230	75,812	81,209	17,100	345,171	85,247	25,018	70,576	58,281	295,095	662,645	
Q1-08	118,929	46,709	83,362	17,588	300,956	43,051	19,832	4,094	61,443	194,626	534,510	
Q2-08	121,274	40,410	92,069	18,423	295,538	119,442	9,600	27,241	66,169	314,044	625,202	
Q3-08	119,244	47,136	97,917	19,124	317,461	143,328	24,731	62,744	56,717	325,811	658,416	
Q4-08	122,834	80,522	95,139	19,041	372,068	78,399	24,203	71,487	51,990	275,265	686,402	
Q1-09	124,738	40,308	88,655	17,983	300,574	41,452	19,715	6,052	63,102	196,604	527,867	
Q2-09	124,709	27,512	92,334	17,736	284,447	108,395	9,561	31,656	67,956	311,017	617,451	
Q3-09	119,945	32,694	92,974	17,873	294,457	146,021	25,729	66,179	58,248	333,110	648,049	
Q4-09	-	-	-	-	-	-	-	-	-	-	-	
(t-tot, a-avg) YTD	t 369,392	t 100,514	t 273,963	t 53,592	t 879,478	t 295,868	t 55,005	t 103,887	t 189,306	t 840,731	t 1,793,367	
% change	2.8	-25.1	0.2	-2.8	-3.8	-3.3	1.6	10.4	2.7	0.7	-1.4	
Last 4 quarters	492,226	181,036	369,102	72,633	1,251,546	374,267	79,208	175,374	241,296	1,115,996	2,479,769	
Previous 4	471,677	210,067	354,557	72,235	1,259,126	391,068	79,181	164,655	242,610	1,129,576	2,480,773	
% change	4.4	-13.8	4.1	0.6	-0.6	-4.3	0.0	6.5	-0.5	-1.2	0.0	
% ch. year ago	0.6	-30.6	-5.0	-6.5	-7.2	1.9	4.0	5.5	2.7	2.2	-1.6	
% ch. prev qtr	-3.8	18.8	0.7	0.8	3.5	34.7	169.1	109.1	-14.3	7.1	5.0	



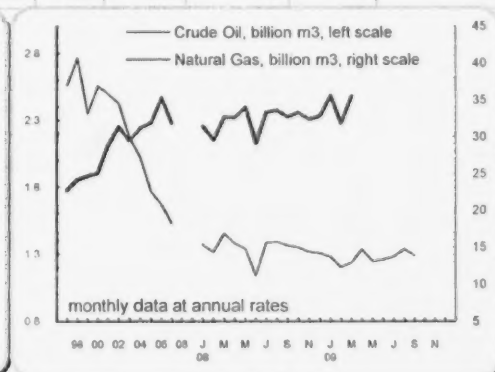
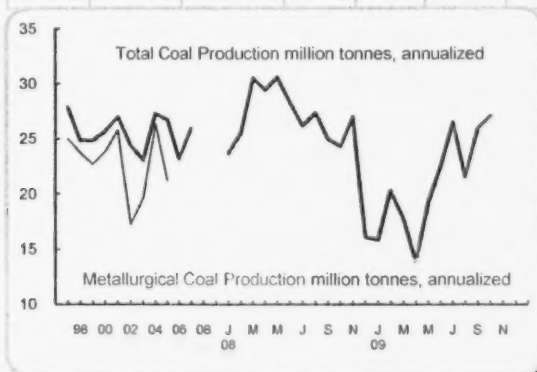
Period	Timber Scaled	Production					Shipments			
		Lumber	Ply- wood	News- print	Other Paper	Total Paper	Market Pulp	News- print	Other paper	Total
Cubic metres (000s)	Cubic metres	Thousands of tonnes			Thousands of tonnes					
Unadjusted										
2005	83,134	41,012.9	1,852,861	1,068	1,869	2,937	4,932	1,076	1,877	7,887
2006	81,526	41,050.7	1,794,769	1,058	1,941	2,999	4,736	1,059	1,960	7,756
2007	75,557	36,677.3	-	833	1,914	2,747	4,717	846	1,917	7,181
2008	62,081	28,191.6	-	599	1,889	2,488	4,021	615	1,899	6,532
Jan-07	6,829	3,467.8	X	78	154	232	415	74	161	650
Feb-07	9,954	3,215.9	X	78	157	235	392	71	148	611
Mar-07	10,070	3,438.5	X	90	162	252	365	83	167	615
Apr-07	7,863	3,398.8	X	81	160	241	456	92	159	707
May-07	2,823	3,160.1	X	77	160	237	380	87	162	629
Jun-07	3,359	3,224.5	X	83	152	235	363	82	153	298
Jul-07	4,457	3,290.8	X	89	157	246	422	78	156	657
Aug-07	5,684	2,867.1	X	65	167	232	406	67	157	630
Sep-07	6,256	2,844.5	X	32	149	181	355	45	149	549
Oct-07	6,084	3,035.4	X	46	168	214	414	62	179	655
Nov-07	5,760	2,586.8	X	55	173	228	352	51	166	569
Dec-07	6,418	2,147.1	X	59	155	214	397	54	160	611
Jan-08	5,109	2,744.7	-	51	165	216	351	50	169	570
Feb-08	8,260	2,555.4	-	40	160	200	378	60	155	592
Mar-08	8,370	2,226.3	-	51	158	209	363	40	157	560
Apr-08	5,300	2,850.8	-	52	167	219	395	57	161	613
May-08	2,117	2,269.1	-	56	161	217	369	55	163	588
Jun-08	2,164	2,319.4	-	53	156	209	325	58	157	540
Jul-08	3,320	2,453.1	-	59	158	217	382	51	157	589
Aug-08	5,349	2,065.3	-	49	166	215	296	48	154	497
Sep-08	5,170	2,363.3	-	47	160	207	295	56	162	512
Oct-08	6,309	2,579.2	-	42	160	202	284	45	173	502
Nov-08	5,762	2,156.4	-	51	159	210	258	44	150	452
Dec-08	4,851	1,608.6	-	48	119	167	325	51	141	517
Jan-09	4,443	1,980.3	-	45	144	189	316	39	131	486
Feb-09	6,128	1,562.8	-	42	130	172	270	39	119	427
Mar-09	6,422	1,693.4	-	34	127	161	288	38	137	463
Apr-09	3,544	2,045.9	-	31	121	152	405	36	125	565
May-09	1,214	1,820.9	-	41	127	168	309	44	126	479
Jun-09	1,277	1,920.1	-	36	115	151	284	39	123	446
Jul-09	1,847	2,011.1	-	38	143	181	319	37	135	492
Aug-09	3,238	1,772.7	-	32	139	171	329	32	140	501
Sep-09	4,236	2,025.0	-	19	141	160	280	26	145	451
Oct-09	5,586	2,217.3	-	25	149	174	337	24	147	508
Nov-09	4,802	1,961.6	-	34	134	168	293	26	142	460
Dec-09	4,579	-	-	-	-	-	-	-	-	-
(t-tot, 3-avg) YTD	47,316	21,011	X	377	1,470	1,847	3,430	380	1,470	5,278
% change	-23.8	-21.0	X	-31.6	-16.9	-20.4	-7.2	-32.6	-16.4	-12.3
Last 12 months	47,316	22,620	X	425	1,589	2,014	3,755	431	1,611	5,795
Previous 12	62,081	28,730	1,794,769	610	1,925	2,535	4,093	618	1,918	6,626
% change	-23.8	-21.3	X	-30.3	-17.5	-20.6	-8.3	-30.3	-16.0	-12.5
% ch. year ago	-5.6	-9.0	X	-33.3	-15.7	-20.0	13.6	-40.9	-5.3	1.8
% ch. prev mth	-4.6	-11.5	X	36.0	-10.1	-3.4	-13.1	8.3	-3.4	-9.4



9 Mining and Energy

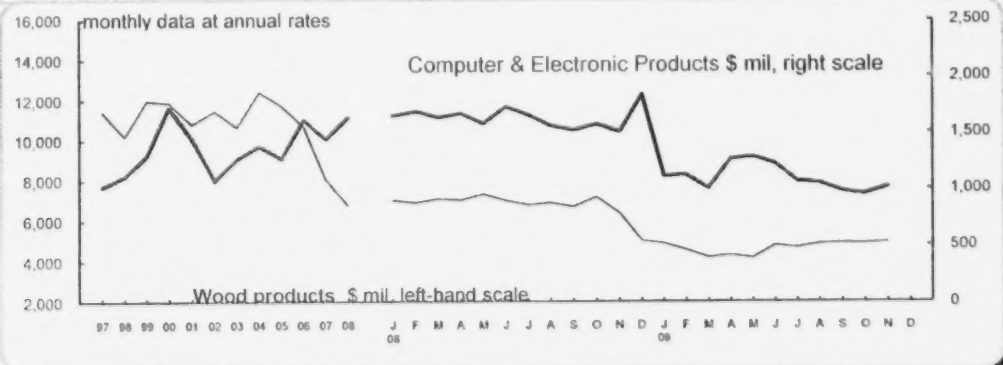
Coal/Statistics Canada (total) & Min. of Energy and Mines, Metals/Ministry of Energy and Mines & Natural Resources Canada, Energy/Statistics Canada

Period	Coal			Base Metal				Precious Metal		Energy		
	Thermal	Metal-lurgical	Total	Copper	Lead	Zinc	Moly	Gold	Silver	Natural Gas	Crude Oil	Electricity
	Thousands of tonnes			Million kilograms				Million grams		Million m3	Thousand m3	MW.h
	Unadjusted											
2005	643.0	21,223.4	26,718.0	289.4	3.7	49.2	7.7	16.7	451.0	31,892.8	1,765.7	67,811,173
2006	-	-	23,161.0	287.6	2.6	32.9	7.1	15.6	354.0	35,291.7	1,670.6	62,021,396
2007	-	-	25,941.0	245.5	2.5	30.2	6.8	12.0	258.0	31,815.5	1,529.2	72,216,986
2008	-	-	26,163.0	216.3	2.0	27.4	9.2	9.2	123.0	32,300.3	1,341.8	65,855,542
Jan-07	-	-	1,352.0	19.3	0.2	4.8	0.6	0.9	15.9	2,648.4	131.3	6,521,268
Feb-07	-	-	2,022.0	19.3	0.0	0.4	0.6	1.0	28.2	2,447.2	123.5	6,008,106
Mar-07	-	-	2,168.0	24.9	0.2	0.4	0.6	1.3	20.4	2,695.1	138.0	5,831,800
Apr-07	-	-	2,357.0	21.4	0.2	4.1	0.4	1.0	32.6	2,689.9	141.1	5,457,848
May-07	-	-	2,593.0	19.6	0.0	0.7	0.5	1.1	27.5	2,695.1	139.9	5,573,385
Jun-07	-	-	2,320.0	21.2	0.6	6.2	0.5	1.2	15.2	2,424.6	129.7	5,399,418
Jul-07	-	-	2,396.0	19.0	0.0	0.6	0.6	0.8	13.3	2,737.2	127.4	6,422,034
Aug-07	-	-	2,125.0	20.9	0.2	3.9	0.6	1.1	21.3	2,702.9	123.9	6,357,503
Sep-07	-	-	2,318.0	19.5	0.2	3.4	0.6	1.3	20.9	2,634.1	119.4	5,125,738
Oct-07	-	-	2,137.0	20.8	0.0	0.6	0.6	0.9	19.1	2,723.8	121.5	6,077,131
Nov-07	-	-	2,266.0	19.5	0.6	4.5	0.6	0.9	26.2	2,593.6	114.7	6,223,613
Dec-07	-	-	1,887.0	19.9	0.2	0.6	0.6	0.6	16.9	2,823.6	118.8	7,219,142
Jan-08	-	-	1,974.0	14.6	0.2	4.5	0.6	0.7	13.9	2,621.7	114.1	6,866,052
Feb-08	-	-	2,126.0	14.6	0.0	0.4	0.6	0.8	9.9	2,466.3	109.6	5,965,291
Mar-08	-	-	2,542.0	18.0	0.2	0.4	0.6	0.9	17.4	2,723.8	121.0	5,590,121
Apr-08	-	-	2,454.0	18.5	0.1	2.8	0.6	0.8	12.6	2,716.0	114.9	5,100,531
May-08	-	-	2,550.0	18.6	0.0	0.4	0.6	0.7	14.3	2,834.7	111.5	4,687,757
Jun-08	-	-	2,358.0	17.5	0.5	6.3	0.6	0.8	9.7	2,425.6	95.1	4,311,805
Jul-08	-	-	2,181.0	18.5	0.1	1.9	0.6	0.7	7.9	2,777.8	115.3	5,584,863
Aug-08	-	-	2,281.0	18.5	0.2	4.1	0.6	0.5	7.4	2,799.7	115.7	5,532,975
Sep-08	-	-	2,084.0	18.2	0.4	4.3	1.1	0.7	9.0	2,728.4	113.7	4,783,774
Oct-08	-	-	2,024.0	21.1	0.3	2.3	0.6	0.8	8.9	2,772.0	112.5	5,375,265
Nov-08	-	-	2,248.0	19.5	-	-	0.7	0.9	6.3	2,697.7	109.6	5,334,162
Dec-08	-	-	1,341.0	18.6	-	-	0.5	0.9	5.6	2,736.6	108.8	6,722,946
Jan-09	-	-	1,320.0	17.6	0.3	2.9	0.9	0.8	7.0	2,964.7	106.4	6,252,324
Feb-09	-	-	1,691.0	15.1	0.3	2.9	0.9	0.7	6.2	2,652.2	100.3	5,433,182
Mar-09	-	-	1,481.0	19.5	0.3	2.9	0.7	0.8	7.1	2,956.6	102.9	5,355,695
Apr-09	-	-	1,155.0	16.5	0.1	1.9	0.5	0.8	4.9	-	111.1	4,616,738
May-09	-	-	1,605.0	19.6	0.1	1.9	0.8	0.6	5.7	-	103.9	4,802,020
Jun-09	-	-	1,868.0	18.5	0.1	1.9	0.8	0.6	6.0	-	104.7	4,166,757
Jul-09	-	-	2,206.0	16.7	0.2	2.1	0.7	0.7	6.8	-	106.7	4,927,856
Aug-09	-	-	1,794.0	18.5	0.2	2.1	0.7	0.5	7.2	-	111.1	4,850,973
Sep-09	-	-	2,160.0	16.5	0.2	2.1	0.7	0.5	6.4	-	107.2	4,400,771
Oct-09	-	-	2,257.0	15.3	0.2	2.3	0.8	0.6	5.4	-	-	4,909,068
Nov-09	-	-	-	-	-	-	-	-	-	-	-	-
Dec-09	-	-	-	-	-	-	-	-	-	-	-	-
(t-tot, a-avg) YTD	643.0	21,223.4	17,537.0	173.8	1.8	23.0	7.5	6.7	62.7	8,573.5	954.3	49,715,384
% change	-14.1	-3.8	-22.3	-2.4	-13.1	-16.1	16.0	-8.7	-43.5	9.8	-5.6	-7.6
Last 12 months	768.5	25,523.1	21,126.0	211.9	1.8	23.0	8.7	8.5	74.6	33,062.0	1,285.2	61,772,492
Previous 12	847.3	24,768.4	26,727.0	217.5	2.8	32.5	7.6	8.8	154.1	31,836.6	1,365.9	67,241,189
% change	-9.3	3.0	-21.0	-2.6	-37.0	-29.2	14.5	-3.0	-51.6	3.8	-5.7	-8.1
% ch. year ago	-3.7	-6.9	11.5	-27.5	-36.0	0.0	32.2	-21.8	-39.3	8.5	-5.7	-8.7
% ch. prev mnth	41.5	8.2	4.5	-7.3	6.0	9.5	14.7	13.0	-15.6	11.5	-3.5	11.6



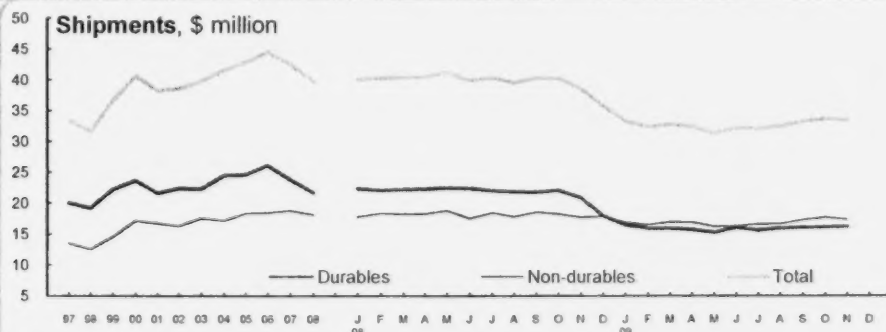
10 Manufacturing – Durables, NAICS based

Value of Manufactured Shipments (Source: Statistics Canada)									
	Total All Shipments	Total Durables	Wood	Non-Metallic Minerals	Fabricated Metals	Machinery	Computer & Electronics	Electrical Equipment	Transportation Equipment
Period	\$ thousand								
	Seasonally Adjusted								
2005	42,882,629	24,577,836	11,720,077	1,609,630	2,156,114	2,207,088	1,268,560	-	-
2006	44,479,860	26,078,633	10,701,160	1,989,286	2,291,901	2,389,071	1,612,878	-	1,497,033
2007	42,526,359	23,792,834	8,070,616	2,000,666	-	2,304,385	1,443,622	-	1,563,745
2008	39,759,486	21,674,260	6,787,679	1,834,495	-	1,997,793	1,634,533	-	1,357,229
Jan-07	3,630,037	2,070,666	736,485	169,921	X	205,853	119,917	X	144,627
Feb-07	3,606,237	2,059,888	735,089	172,759	X	198,197	115,089	X	130,799
Mar-07	3,590,659	2,009,089	708,507	172,030	X	199,304	110,562	X	135,627
Apr-07	3,699,487	2,082,679	733,000	175,041	X	195,792	115,804	X	128,837
May-07	3,607,870	2,024,912	694,610	169,856	X	201,599	96,423	X	125,489
Jun-07	3,579,559	2,033,329	686,185	160,956	X	199,558	110,940	X	140,740
Jul-07	3,609,713	2,034,098	664,784	162,028	X	199,350	148,988	X	135,547
Aug-07	3,582,354	1,971,507	637,034	164,983	X	195,327	130,261	X	128,493
Sep-07	3,390,775	1,881,722	610,076	164,721	X	171,732	98,412	X	127,754
Oct-07	3,461,987	1,908,587	615,234	164,643	X	187,567	130,892	X	124,066
Nov-07	3,396,206	1,869,022	634,503	170,537	X	176,302	133,123	X	123,544
Dec-07	3,371,483	1,847,344	615,109	153,192	X	173,804	133,212	X	118,222
Jan-08	3,342,980	1,862,777	586,106	142,141	X	191,277	137,786	X	116,480
Feb-08	3,359,493	1,835,465	577,105	151,810	X	169,528	140,789	X	116,486
Mar-08	3,365,454	1,850,332	593,132	159,042	X	175,738	136,233	X	121,328
Apr-08	3,375,097	1,855,915	587,026	149,620	X	169,025	139,433	X	117,218
May-08	3,434,649	1,871,950	611,269	152,998	X	164,228	131,811	X	118,905
Jun-08	3,321,377	1,862,978	584,169	158,054	X	169,115	144,143	X	111,662
Jul-08	3,364,247	1,832,094	566,004	167,529	X	166,899	138,075	X	111,733
Aug-08	3,297,285	1,817,883	575,874	155,964	X	163,671	130,022	X	108,465
Sep-08	3,356,464	1,815,698	558,508	161,725	X	157,854	126,584	X	114,428
Oct-08	3,351,032	1,836,983	598,140	151,359	X	166,370	131,220	X	110,930
Nov-08	3,209,196	1,734,622	532,292	166,331	X	155,619	125,517	X	105,167
Dec-08	2,982,211	1,497,562	418,054	117,923	X	148,469	152,920	X	104,426
Jan-09	2,776,874	1,370,126	406,875	118,231	X	137,918	92,550	X	85,701
Feb-09	2,699,173	1,325,295	380,698	111,124	X	137,063	93,722	X	77,168
Mar-09	2,732,751	1,325,090	349,461	100,840	X	145,947	83,628	X	99,643
Apr-09	2,707,660	1,306,221	358,338	110,911	X	136,323	105,141	X	83,344
May-09	2,614,817	1,267,815	347,082	110,130	X	128,115	106,977	X	73,107
Jun-09	2,690,269	1,336,137	398,893	116,158	X	126,682	101,780	X	76,160
Jul-09	2,677,612	1,298,106	389,542	114,485	X	121,064	88,977	X	71,247
Aug-09	2,710,558	1,326,776	403,955	115,718	X	117,167	87,477	X	69,688
Sep-09	2,773,504	1,335,754	408,164	113,532	X	118,622	81,613	X	81,120
Oct-09	2,807,992	1,338,426	406,899	112,136	X	117,818	79,286	X	74,723
Nov-09	2,784,773	1,345,577	410,874	112,451	X	122,681	84,520	X	80,034
Dec-09	-	-	-	-	-	-	-	-	-
(t-tot, a-avg) YTD	1 29,975,983	1 14,575,323	1 4,260,781	1 1,235,716	X	1 1,409,400	1 1,005,671	X	1 871,935
% change	-18.5	-27.8	-33.1	-28.0	X	-23.8	-32.1	X	-30.4
Last 12 months	32,958,194	16,072,885	4,678,835	1,353,639	X	1,557,869	1,158,591	X	976,361
Previous 12	40,148,757	22,024,041	6,984,734	1,869,765	X	2,023,128	1,614,825	X	1,371,024
% change	-17.9	-27.0	-33.0	-27.6	X	-23.0	-28.3	X	-28.8
% ch. year ago	-13.2	-22.4	-22.8	-32.4	X	-21.2	-32.7	X	-23.9
% ch. prev mth	-0.8	0.5	1.0	0.3	X	4.1	6.6	X	7.1



11 Manufacturing — Non-Durables, NAICS based

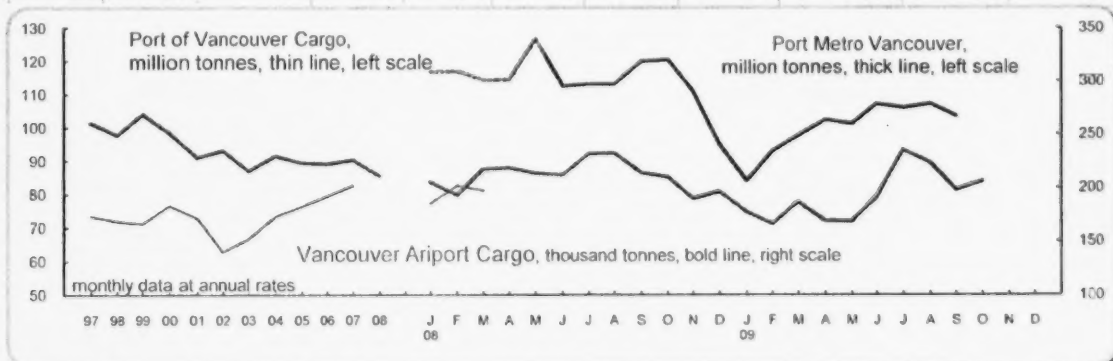
	Value of Manufactured Shipments- Seasonally Adjusted (Source: Statistics Canada)							
	Total Non-Durables	Food	Beverage	Paper	Printing & Related Support	Clothing	Chemicals	Plastics & Rubber
	\$ thousand							
Period	Seasonally Adjusted							
2005	18,304,794	5,241,932	1,181,025	5,606,969	997,044	-	-	1,310,818
2006	18,401,227	5,507,305	1,179,161	5,556,053	990,019	-	-	1,368,618
2007	18,733,525	5,478,637	1,210,489	5,842,895	902,959	-	-	1,327,978
2008	18,085,226	5,470,934	1,216,864	5,401,097	831,527	-	-	1,104,666
Jan-07	1,559,371	454,016	100,883	494,834	75,762	X	X	111,632
Feb-07	1,546,349	449,583	99,229	495,682	75,195	X	X	117,828
Mar-07	1,581,570	433,972	96,781	505,798	73,507	X	X	112,345
Apr-07	1,616,808	454,723	106,246	521,114	82,512	X	X	119,275
May-07	1,582,958	448,417	97,977	511,698	70,700	X	X	121,456
Jun-07	1,546,230	450,032	99,464	482,566	75,962	X	X	117,649
Jul-07	1,575,615	461,976	98,957	497,149	79,582	X	X	112,201
Aug-07	1,610,847	477,331	100,685	514,096	81,242	X	X	112,057
Sep-07	1,509,053	461,276	102,796	436,665	71,909	X	X	105,210
Oct-07	1,553,400	468,164	104,437	469,257	71,263	X	X	101,977
Nov-07	1,527,184	460,183	104,211	451,745	71,805	X	X	103,256
Dec-07	1,524,139	458,965	98,823	462,291	73,519	X	X	93,092
Jan-08	1,480,203	446,194	95,735	429,268	74,623	X	X	99,486
Feb-08	1,524,028	447,368	89,944	489,738	70,610	X	X	95,055
Mar-08	1,515,122	438,299	102,798	466,535	71,385	X	X	96,002
Apr-08	1,519,182	450,782	99,951	468,304	74,711	X	X	90,587
May-08	1,562,699	447,057	104,163	490,361	73,450	X	X	92,821
Jun-08	1,458,399	436,594	103,558	432,484	70,348	X	X	89,978
Jul-08	1,532,153	456,567	106,056	473,223	66,194	X	X	96,438
Aug-08	1,479,402	435,442	105,030	439,159	68,567	X	X	93,025
Sep-08	1,540,766	471,639	106,715	447,626	67,286	X	X	90,819
Oct-08	1,514,049	467,787	101,783	441,921	67,255	X	X	90,376
Nov-08	1,474,574	479,543	101,385	400,915	64,035	X	X	87,990
Dec-08	1,484,649	493,661	99,748	421,563	63,063	X	X	82,092
Jan-09	1,406,748	478,897	102,589	364,377	58,086	X	X	81,981
Feb-09	1,373,878	477,580	101,821	340,079	60,405	X	X	79,728
Mar-09	1,407,661	479,810	93,645	374,799	53,711	X	X	78,115
Apr-09	1,401,439	466,295	101,847	385,165	50,233	X	X	73,271
May-09	1,347,002	463,438	100,893	346,876	47,921	X	X	70,388
Jun-09	1,354,132	466,863	103,626	337,156	48,020	X	X	78,779
Jul-09	1,379,506	471,166	99,109	362,289	49,462	X	X	79,206
Aug-09	1,383,782	470,894	99,493	383,928	37,423	X	X	77,564
Sep-09	1,437,750	492,660	100,555	381,171	49,076	X	X	82,102
Oct-09	1,469,566	499,006	101,085	403,125	50,790	X	X	84,688
Nov-09	1,439,196	509,224	99,661	370,956	51,570	X	X	83,845
Dec-09	-	-	-	-	-	-	-	-
(t-tot, a-avg) YTD	15,400,660	5,275,833	1,104,324	4,049,921	556,697	X	X	869,667
% change	-7.2	6.0	-1.1	-18.7	-27.6	X	X	-15.0
Last 12 months	16,885,309	5,769,494	1,204,072	4,471,484	619,760	X	X	951,759
Previous 12	18,124,716	5,436,237	1,215,941	5,441,825	841,983	X	X	1,115,669
% change	-6.8	6.1	-1.0	-17.8	-26.4	X	X	-14.7
% ch. year ago	-2.4	6.2	-1.7	-7.5	-19.5	X	X	-4.7
% ch. prev mnth	-2.1	2.0	-1.4	-8.0	1.5	X	X	-1.0



12 Service Sector — Transportation

All data from respective
ports, carriers, & authorities.

Period	Freight shipments (new series)			Freight shipments (terminated series)			Passengers				
	Port Metro Vancouver			Port of Vancouver			Vancouver Airport		BC Ferries		Coquihalla
	Shipping - Cargo Handled, incl. Fraser R.			Shipping - Cargo Handled			Cargo	Arrivals/	Mainland/Vancouver Island		Hwy Pas'nger
	Foreign	Domestic	Total	Foreign	Coastwise	Total	Handled	Departures	Passengers	Vehicles	Vehicles
	Thousand tonnes			Thousand tonnes			Tonnes	Thousands	Thousands		
2005	-	-	-	72,909	3,573	76,480	223,678	8,348	11,088	3,794	2,620
2006	-	-	-	75,733	3,787	79,521	222,729	8,712	11,118	3,810	2,583
2007	-	-	-	78,495	4,316	82,710	226,233	9,017	11,230	3,860	2,712
2008	82,234	32,324	114,558	-	-	-	211,313	9,345	10,812	3,697	2,093
Jan-07	-	-	-	5,440	363	5,803	15,569	652	588	223	99
Feb-07	-	-	-	5,591	290	5,881	15,691	624	590	227	116
Mar-07	-	-	-	5,810	346	6,156	18,800	715	799	291	180
Apr-07	-	-	-	6,371	345	6,716	16,801	698	858	277	214
May-07	-	-	-	7,189	393	7,482	18,098	763	969	333	247
Jun-07	-	-	-	7,266	376	7,642	19,015	790	1,038	354	266
Jul-07	-	-	-	6,454	384	6,838	21,673	878	1,426	448	385
Aug-07	-	-	-	6,812	379	7,191	22,322	945	1,575	491	436
Sep-07	-	-	-	6,757	355	7,112	19,953	787	1,051	368	279
Oct-07	-	-	-	6,931	399	7,329	19,689	757	842	305	209
Nov-07	-	-	-	6,927	353	7,280	20,035	675	691	261	138
Dec-07	-	-	-	6,947	333	7,280	18,587	732	803	282	145
Jan-08	6,430	3,303	9,733	6,010	337	6,437	17,113	711	578	221	106
Feb-08	6,964	2,782	9,746	6,610	279	6,889	16,104	710	611	234	86
Mar-08	6,815	2,722	9,537	6,404	364	6,769	18,131	775	861	304	194
Apr-08	6,588	2,956	9,544	-	-	-	18,237	737	749	284	172
May-08	7,653	2,899	10,552	-	-	-	17,806	819	984	336	254
Jun-08	6,761	2,619	9,380	-	-	-	17,686	849	1,035	357	269
Jul-08	6,652	2,779	9,431	-	-	-	19,337	903	1,350	427	364
Aug-08	6,490	2,939	9,429	-	-	-	19,379	971	1,525	466	434
Sep-08	7,390	2,608	9,998	-	-	-	17,840	768	910	324	214
Oct-08	7,245	2,798	10,043	-	-	-	17,506	757	827	246	-
Nov-08	6,909	2,337	9,245	-	-	-	15,818	647	657	242	-
Dec-08	6,338	1,582	7,919	-	-	-	16,356	697	725	256	-
Jan-09	5,369	1,648	7,017	-	-	-	14,770	637	594	228	-
Feb-09	6,043	1,707	7,750	-	-	-	13,851	631	569	217	-
Mar-09	6,414	1,719	8,133	-	-	-	15,533	693	738	267	-
Apr-09	6,598	1,934	8,532	-	-	-	14,080	684	808	291	-
May-09	6,644	1,792	8,436	-	-	-	14,077	729	949	324	-
Jun-09	7,063	1,862	8,924	-	-	-	15,978	749	987	348	-
Jul-09	6,733	2,106	8,838	-	-	-	19,602	837	1,350	442	-
Aug-09	7,011	1,925	8,936	-	-	-	18,613	918	1,512	488	-
Sep-09	6,577	2,054	8,631	-	-	-	16,501	747	993	362	-
Oct-09	-	-	-	-	-	-	17,191	719	825	247	-
Nov-09	-	-	-	-	-	-	-	-	634	240	-
Dec-09	-	-	-	-	-	-	-	-	779	271	-
(t-tot, a-avg) YTD	1 58,452	1 16,747	1 75,198	1 19,024	1 980	1 20,095	1 160,196	1 7,345	1 10,738	1 3,725	1 2,093
% change	-5.3	-34.6	-13.9	13.0	-1.9	12.6	-10.6	-8.2	-0.7	0.8	-5.8
Last 12 months	78,943	23,464	102,407	80,678	4,297	84,965	192,370	8,689	10,738	3,725	2,584
Previous 12	X	X	X	75,323	3,900	79,225	217,761	9,408	10,812	3,697	2,676
% change	X	X	X	7.1	10.2	7.2	-11.7	-7.6	-0.7	0.8	-3.4
% ch. year ago	-11.0	-21.3	-13.7	10.2	5.2	10.0	-1.8	-5.1	7.4	5.9	-23.3
% ch. prev mth	-6.2	6.7	-3.4	-3.1	30.5	-1.7	4.2	-3.8	22.9	12.9	-50.8

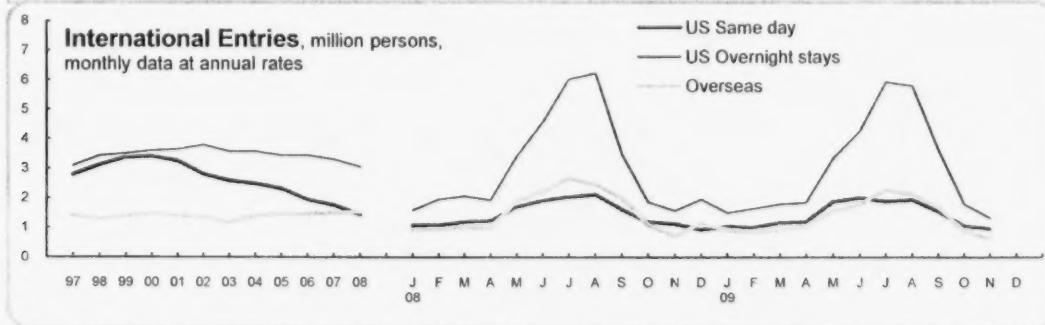


13 Service Sector — Tourism

Hotel Occupancy & Convention Delegate Days with permission of Pannell Kerr Forster. Airport figures from respective airports.

Tourism Room Revenue, BC Stats

Period	International Entries Via BC (Source: Statistics Canada)					Tourism Indicators						
	US			Overseas	Total	Hotel	Trade & Convention		Tourism	Vancouver Airport		
	Same Day	Overnight	Total			Occup'cy	Delegate days		Room	Arrivals/Departures		
						Rate	Victoria	Vancouver	Revenue	Transborder	Interntl	
	Persons					%	Thousands of days		\$ thousands	Thousands of persons		
	Unadjusted								SA	Unadjusted		
2005	2,314,469	3,436,486	5,750,955	1,473,833	7,224,788	63.9	69,539	201,250	1,681,564	4,106	3,965	
2006	1,944,560	3,435,243	5,379,803	1,466,148	6,845,951	65.7	-	-	1,807,609	4,252	3,960	
2007	1,764,700	3,297,284	5,061,984	1,514,842	6,576,826	66.6	-	-	1,963,962	4,361	4,117	
2008	1,431,663	3,043,849	4,475,512	1,513,210	5,988,722	64.4	-	-	1,977,458	4,335	4,172	
Jan-07	104,451	140,370	244,821	72,476	317,297	50.6	-	-	160,201	344	305	
Feb-07	108,332	171,121	279,453	77,576	357,029	60.4	-	-	157,172	308	275	
Mar-07	122,661	188,022	310,683	89,056	399,739	66.4	-	-	164,309	374	325	
Apr-07	128,439	174,366	302,805	86,819	389,624	64.4	-	-	161,439	326	297	
May-07	170,490	293,394	463,884	151,933	615,817	72.2	-	-	163,737	353	330	
Jun-07	202,566	422,098	624,664	188,776	813,440	75.7	-	-	165,647	398	374	
Jul-07	222,781	527,671	750,452	223,537	973,989	79.8	-	-	161,835	464	445	
Aug-07	223,854	544,384	768,238	197,376	965,614	83.0	-	-	161,669	485	458	
Sep-07	175,430	332,700	508,130	172,091	680,221	76.9	-	-	164,643	365	381	
Oct-07	110,330	172,426	282,756	89,706	372,462	65.2	-	-	165,329	297	318	
Nov-07	97,967	138,695	236,662	64,615	301,277	55.6	-	-	169,081	295	277	
Dec-07	97,399	192,037	289,436	100,881	390,317	49.0	-	-	168,895	352	333	
Jan-08	89,471	131,625	221,096	78,298	299,394	51.1	-	-	169,119	352	358	
Feb-08	89,792	162,425	252,217	79,385	331,602	61.4	-	-	167,754	345	307	
Mar-08	99,245	170,493	269,738	85,890	355,628	63.2	-	-	167,439	394	359	
Apr-08	101,962	159,557	261,519	81,625	343,144	64.1	-	-	166,940	337	328	
May-08	141,340	283,836	425,176	159,336	584,512	70.6	-	-	169,317	374	351	
Jun-08	159,652	379,729	539,381	185,345	724,726	75.4	-	-	172,230	405	387	
Jul-08	169,296	501,906	671,202	222,941	894,143	77.5	-	-	161,197	465	431	
Aug-08	175,661	518,039	693,700	205,456	899,156	80.8	-	-	163,575	484	438	
Sep-08	134,368	290,384	424,752	167,502	592,254	71.3	-	-	158,309	322	351	
Oct-08	99,488	154,081	253,569	91,797	345,366	61.3	-	-	162,109	280	290	
Nov-08	94,095	129,828	223,923	61,396	285,319	51.2	-	-	163,521	267	260	
Dec-08	77,293	161,946	239,239	94,239	333,478	45.0	-	-	155,948	312	313	
Jan-09	86,109	123,461	209,570	77,219	286,789	46.3	-	-	151,690	312	336	
Feb-09	84,153	136,460	220,613	71,489	292,102	57.2	-	-	151,202	300	277	
Mar-09	96,518	148,847	245,365	78,275	323,640	57.6	-	-	144,240	345	316	
Apr-09	98,975	152,358	251,333	86,077	337,410	56.7	-	-	146,376	308	296	
May-09	156,320	278,458	434,778	131,188	565,966	61.4	-	-	141,603	312	279	
Jun-09	166,994	355,484	522,478	150,057	672,535	65.1	-	-	139,769	332	297	
Jul-09	157,324	494,014	651,338	191,072	842,410	70.6	-	-	142,321	395	356	
Aug-09	162,115	483,145	645,260	177,599	822,859	76.8	-	-	143,369	417	376	
Sep-09	128,512	300,925	429,437	139,662	569,099	68.3	-	-	144,537	305	325	
Oct-09	88,550	148,546	237,096	74,833	311,929	56.3	-	-	-	257	264	
Nov-09	80,649	110,496	191,145	54,232	245,377	48.5	-	-	-	-	-	
Dec-09	-	-	-	-	-	-	-	-	-	-	-	
(a) YTD	1,306,219	1,732,194	1,403,413	1,123,703	1,527,016	a 60.4	1,69,539	1,201,250	1,130,507	1,328	1,312	
% change	-3.6	-5.2	-4.7	-13.2	-6.8	-8.7	-6.4	-1.1	-12.8	-12.6	-13.3	
Last 12 months	1,383,512	2,894,140	4,277,652	1,325,942	5,603,594	59.2	100,836	247,216	1,786,685	3,861	3,694	
Previous 12	1,515,932	3,009,777	4,525,709	1,519,852	6,045,561	64.7	113,184	243,145	1,999,185	4,403	4,209	
% change	-8.7	-3.8	-5.5	-12.8	-7.3	-8.6	-10.9	1.7	-10.6	-12.3	-12.3	
% ch. year ago	-11.0	-19.4	-14.6	-11.7	-14.0	-5.3	104.2	44.9	-8.7	-8.0	-9.1	
% ch. prev mth	-15.4	-24.4	-19.4	-27.5	-21.3	-13.9	690.7	671.3	0.8	-15.7	-18.8	



14 Money and Markets

All series as maintained by the Bank of Canada.

Period	Stock Markets		Interest Rates					Exchange Rates	
	Dow Jones	T.S.E.	Bank Rate	Prime Rate	Conventional Mortgage		US	Average	CERI - C\$
	Industrial	Composite			Five year Rate	One year Rate	Federal	Noon Spot	Effective
	Ave -Close	300-Close					Funds	Rate-US\$	Exch. Rate
	\$	1975=1000	%					\$ Can	1992=100
2005	10,529.1	10,162.3	2.92	4.42	5.99	5.06	3.25	1.2114	100.97
2006	11,472.1	12,081.5	4.31	5.81	6.66	6.28	4.98	1.1343	107.88
2007	13,198.0	13,700.0	4.60	6.10	7.07	6.90	5.02	1.0740	113.13
2008	11,224.2	12,528.7	3.21	4.73	7.06	6.70	1.84	1.0671	112.53
Jan-07	12,621.7	13,034.1	4.50	6.00	6.65	6.50	5.27	1.1759	103.69
Feb-07	12,268.6	13,045.0	4.50	6.00	6.65	6.50	5.28	1.1707	104.06
Mar-07	12,354.3	13,165.5	4.50	6.00	6.49	6.40	5.26	1.1682	104.06
Apr-07	13,062.9	13,416.7	4.50	6.00	6.64	6.60	5.23	1.1343	106.88
May-07	13,627.6	14,056.8	4.50	6.00	7.14	6.85	5.28	1.0949	110.85
Jun-07	13,408.6	13,906.6	4.50	6.00	7.24	7.05	5.25	1.0652	114.05
Jul-07	13,212.0	13,868.6	4.75	6.25	7.24	7.05	5.26	1.0503	115.19
Aug-07	13,357.7	13,660.5	4.75	6.25	7.24	7.05	5.11	1.0582	114.36
Sep-07	13,895.6	14,098.9	4.75	6.25	7.19	7.05	4.78	1.0254	117.51
Oct-07	13,930.0	14,625.0	4.75	6.25	7.44	7.25	4.78	0.9752	123.33
Nov-07	13,371.7	13,689.1	4.75	6.25	7.39	7.20	4.53	0.9671	123.93
Dec-07	13,264.8	13,833.1	4.50	6.00	7.54	7.35	4.25	1.0031	119.67
Jan-08	12,650.4	13,155.1	4.25	5.75	7.39	7.35	3.50	1.0111	118.30
Feb-08	12,266.4	13,582.7	4.25	5.75	7.29	7.25	2.97	0.9991	119.44
Mar-08	12,262.9	13,350.1	3.75	5.25	7.19	7.15	2.18	1.0020	117.90
Apr-08	12,820.1	13,937.0	3.25	4.75	6.99	6.95	2.28	1.0139	116.50
May-08	12,638.3	14,714.7	3.25	4.75	6.65	6.15	2.07	0.9994	118.43
Jun-08	11,350.0	14,467.0	3.25	4.75	7.15	6.95	1.97	1.0167	116.46
Jul-08	11,378.0	13,592.9	3.25	4.75	7.15	6.95	2.08	1.0127	116.64
Aug-08	11,543.5	13,771.3	3.25	4.75	6.85	6.65	1.99	1.0544	113.03
Sep-08	10,850.7	11,752.9	3.25	4.75	6.85	6.65	1.54	1.0583	113.07
Oct-08	9,325.0	9,762.8	2.50	4.00	7.20	6.35	0.82	1.1848	102.42
Nov-08	8,829.0	9,270.6	2.50	4.00	7.20	6.35	0.56	1.2182	100.08
Dec-08	8,776.4	8,987.7	1.75	3.50	6.75	5.60	0.10	1.2345	98.09
Jan-09	8,000.9	8,694.9	1.25	3.00	5.79	5.00	0.19	1.2263	98.90
Feb-09	7,062.9	8,123.0	1.25	3.00	5.79	5.00	0.20	1.2451	98.01
Mar-09	7,608.9	8,720.4	0.75	2.50	5.55	4.50	0.17	1.2645	96.68
Apr-09	8,168.1	9,324.8	0.50	2.25	5.25	3.90	0.17	1.2240	99.41
May-09	8,500.3	10,370.1	0.50	2.25	5.25	3.90	0.17	1.1509	104.99
Jun-09	8,477.0	10,374.9	0.50	2.25	5.85	3.75	0.24	1.1265	107.00
Jul-09	9,171.6	10,787.2	0.50	2.25	5.85	3.75	0.15	1.1222	107.11
Aug-09	9,496.3	10,868.2	0.50	2.25	5.85	3.75	0.16	1.0882	110.36
Sep-09	9,712.3	11,395.0	0.50	2.25	5.49	3.70	0.12	1.0818	110.65
Oct-09	9,712.7	10,910.8	0.50	2.25	5.84	3.80	0.11	1.0549	113.31
Nov-09	10,344.8	11,447.2	0.50	2.25	5.59	3.60	0.11	1.0596	112.51
Dec-09	10,428.0	11,746.1	0.50	2.25	5.49	3.60	0.11	1.0544	113.38
(1-tot, a-avg) YTD	a 8,890.3	a 10,230.2	a 0.65	a 2.40	a 5.63	a 4.02	a 0.16	a 1.1415	a 106.03
% change	-20.8	-18.3	-79.9	-49.3	-20.2	-40.0	-91.4	7.0	-5.8
Last 12 months	8,890.3	10,230.2	0.65	2.40	5.63	4.02	0.16	1.1415	106.03
Previous 12	11,224.2	12,528.7	3.21	4.73	7.06	6.70	1.84	1.0671	112.53
% change	-20.8	-18.3	-79.9	-49.3	-20.2	-40.0	-91.4	7.0	-5.8
% ch. year ago	18.8	30.7	-71.4	-35.7	-18.7	-35.7	10.0	-14.6	15.6
% ch. prev mnth	0.8	2.6	0.0	0.0	-1.8	0.0	0.0	-0.5	0.8

